

# Conduct Complaints Policy

**auDA Corporate Policy  
Draft for consultation**

**January 2025**



## Introduction

The .au Domain Administration Limited (auDA) is a not-for-profit organisation that administers the .au domain for the benefit of all Australians, and champions an open, free, secure and global internet. auDA is endorsed by the Commonwealth Government to ensure the .au domain is administered for the benefit of all Australians.

## Purpose

The purpose of this auDA Conduct Complaints Policy (Policy) is to explain auDA's approach to managing complaints about the conduct of auDA staff and the different options available to someone making a complaint about auDA.

A fair, accessible and transparent process for addressing complaints about auDA is an essential part of our commitment to a trusted .au.

This Policy provides an avenue for complainants external to auDA to submit complaints about the conduct of auDA. It does not apply to certain complaints such as .au licensing complaints, employee grievances and complaints about recruitment processes. See section 9 **Complaints not covered by this Policy**.

Please refer to the auDA Engagement Charter for the standards of conduct that apply to you and to auDA when we engage with each other.

### 1. Making a complaint

#### 1.1 What is a complaint?

A complaint is an expression of dissatisfaction made to auDA where a response or resolution is expected from us. To be considered under this Policy, the complaint must relate to the conduct of auDA staff.

#### 1.2 Who can complain?

Any person external to auDA who has interacted with auDA can make a complaint under this Policy, provided the complaint does not fall under a different policy, such as the .au Domain Administration Rules: Licensing (.au Licensing Rules).



This Policy covers complaints about auDA staff conduct, for example, complaints about our conduct when we handled an enquiry or complaint related to the .au Licensing Rules, or complaints that we have breached the auDA Engagement Charter,

Section 10 below sets out options for complaints that are not covered by this Policy.

### **1.3 How to make a complaint**

You can make a complaint about auDA conduct by:

- Lodging your complaint via our [online complaints form](#); or
- Calling us on 1300 732 929 (within Australia) or +61 3 8341 4111 (international) and ask for a manager to call you back
- Posting your written complaint to: PO Box 18315 Melbourne 3001.

If you have a general enquiry or wish to provide feedback that does not require a response, please [submit a general enquiry](#).

### **1.4 What you need to tell us when you make a complaint**

Please tell us about the circumstances that led to your complaint and what outcome you believe would resolve the complaint.

## **2. The complaints process**

### **2.1 Investigating your complaint**

We will:

- Acknowledge your complaint within three business days of receiving it.
- Investigate your complaint fully in accordance with the principles of fair complaint handling in section 2.2, and privacy and disclosure principles in section 5.

We aim to notify you of the outcome of the complaint within 28 business days of receiving your complaint. If we need more time to investigate your complaint,



we will contact you to explain the reason for the delay and provide a revised timeframe.

If we need more information from you, we will contact you to explain what we need and why.

## **2.2 Ensuring a fair complaints handling process**

We ensure that our complaints handling process is fair by:

- Ensuring that all complaints will be overseen by a Complaints Officer who is not from the functional area associated with your complaint
- Having a process that is transparent and consistent
- Making sure the person considering your complaint has the appropriate knowledge and expertise
- Giving all parties to the complaint an opportunity to be heard and to respond to the issues that are raised
- Taking all relevant information into account before making a decision
- Explaining the outcome of your complaint and providing you with an opportunity to respond.

## **3. Outcomes**

If you agree with the outcome of your complaint, we will ensure that any actions arising out of it are implemented, to the extent that we are able.

We may let you know if we take action in relation to staff in response to a complaint about staff conduct. However, due to confidentiality owed to staff, any information we provide will be of a general nature.

## **4. New complaint about the same issue**

If you provide new information about a complaint that has previously been investigated under this Policy, we will review your complaint to determine



whether the new information is material and the complaint warrants a new investigation.

If the new information you provide is not material, we will advise you whether you have any options to escalate your original complaint. We will also let you know if we believe your complaint is more appropriately handled by another enforcement or regulatory body.

## **5. Privacy and Disclosure**

We will use the information you give us to assess and investigate your complaint and try to resolve it, and to facilitate continual improvement of our complaints handling processes. We may disclose personal information you have provided to others involved in the complaint to allow them to respond, unless you tell us not to. If you do not permit the sharing of relevant personal information this may impact our ability to resolve your complaint. If we believe this is the case, we will let you know.

Unless you tell us otherwise your personal information will be handled in accordance with the [auDA Privacy Policy](#).

## **6. Respectful communications**

The auDA Engagement Charter sets out the standards of conduct that are expected of auDA staff and the people we engage with. It is important that communications are respectful and fair.

The wellbeing of our staff is a priority and unacceptable conduct directed towards staff, such as abusive or denigrating language, threats, harassment or violence, will not be tolerated.

Should unacceptable behaviour be ongoing, we will decide on a case-by-case basis how best to manage the situation. This could include, but is not limited to, limiting the method and frequency of communications. The Engagement Charter sets this out in more detail.

## **7. auDA Whistleblower Policy**



It is open to you to make a submission related to auDA under the whistleblower provisions of the *Corporations Act 2001* (Cth) or the *Taxation Administration Act 1953* (Cth).

The auDA Whistleblower Policy applies to your complaint should you believe you have witnessed conduct by auDA or its people that involves:

- Illegal conduct such as theft, violence or threatened violence, and criminal damage against property
- Fraud, money laundering or misappropriation of funds
- Offering or accepting a bribe
- Financial irregularities
- Failure to comply with the law or regulatory requirements
- Causing Detriment to someone who has reported misconduct.

The auDA Whistleblower Policy explains the process for lodging a Whistleblower complaint. You can read the auDA Whistleblower Policy [here](#).

## **8. Continual improvement**

Feedback received through our complaints handling process may be used to identify opportunities to improve the quality of our services and operations and the effectiveness of the complaint handling process. This may include identifying and addressing any systemic issues identified through complaints lodged under this Policy.

## **9. Review of this Policy**

We will review this Policy and our complaints handling process from time to time. The auDA Board is responsible for oversight of this Policy.

## **10. Complaints not covered by this Policy**

### **10.1 Overview of complaints not covered by this Policy**



This Policy does not apply to:

- Complaints about .au domain names (these are made under the .au Licensing Rules, see explanation below)
- Grievances related to employment with auDA (employees should follow the process set out in the auDA Workplace Complaints Resolution Procedure)
- Complaints about recruitment (these should be sent to the relevant auDA hiring manager).

## 10.2 Domain name and registrar complaints

If your complaint is about a .au domain name, a registrar or how we administer the .au domain, it is likely your complaint is governed by the [.au Licensing Rules](#). You can [submit a complaint on the auDA website](#).

Under the .au Licensing Rules, there are options to escalate a complaint if you are not satisfied with the response you have received. You can read more about the complaint and escalation process in Part 3 of the .au Licensing Rules.

## 11. Questions about this policy

If you have any questions about this Policy, please [submit an enquiry](#) on the auDA website or call us on 1300 732 929 (within Australia) or +61 3 8341 4111 (international).

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