



## What happens when I make a complaint?



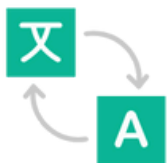
We will contact you within 48 hours and tell you how your complaint will be handled.



Your complaint will be kept private and only shared with the people who need to know.



We will review your complaint with you or a person of your choosing – we will ask you what outcome you would like.



We will organise an interpreter or translator if you want or need one.



We will give you regular updates about the progress of your complaint.



We will regularly check that you and your Nominee understand our complaints process and the discussions, decisions and outcomes.