





role and making a complaint via the Commonwealth Ombudsman is available on the [Ombudsman's website](#).

5. RESPONSIBILITIES

5.1. All ACARA employees, affiliates and contractors

All ACARA employees, affiliates and contractors are responsible for reading and understanding this policy and the associated ACARA Complaints Handling Procedure.

5.2. Office of the CEO – policy owner

In addition to the requirements for employees, affiliates and contractors, the Office of the CEO is responsible for:

- management of this policy for currency with ACARA's business needs
- procedural actions as detailed in ACARA Complaints Handling Procedure document
- provision of a point of contact for anyone seeking information or advice about this policy.

5.3. ACARA Executive Leadership Team

Members of ACARA's Executive Leadership Team are responsible for the review and approval of this policy.

5.4. ACARA's Chief Executive Officer (CEO)

The



6.2. Policies

ACARA Public Interest Disclosure Policy

7. RELATED PROCEDURES AND GUIDELINES

7.1. Procedures (mandatory)

- ACARA Complaints Handling Procedure
- ACARA PID Act Principal Officer's procedures

8. IMPLEMENTATION

Staff will be made aware of their responsibilities under this policy via:

- all-staff meetings
- ACARA staff e-news
- broadcast emails
- emails to targeted groups
- targeted training.

9. POLICY ADMINISTRATION

Policy owner	Board Secretary, Office of the CEO
Review frequency	Every three years or in response to changes in ACARA's operating environment or business requirements
Approved by	David de Carvalho Chief Executive Officer
Date	30 June 2020

10. VERSION HISTORY



1.1	04/2011	Version 1.1	Board Secretary
1.2	04/2014	Version 1.2 rewrite	Board Secretary
2.0	01/2017	Version 2.0	Board Secretary
3.0	18/02/2020	Version 3.0 updated to current template, alignment to Better practice guide to complaint handling strengthened, procedural elements in responsibilities removed	Christine Roach Board Secretary