



## Centrepay complaints policy for Next Step Recovery Australia (NRSA)

### About this policy

This complaint policy outlines how NRSA will manage and handle feedback and complaints from Centrepay customers.

### Accessing this policy

Our complaints policy can be accessed:

- on our website [www.nextsteprecoveryaustralia.com](http://www.nextsteprecoveryaustralia.com)
- on display in our office or at outlets
- when you sign any forms with us to use Centrepay.

We will also provide a copy of our policy within **5 business days** upon request.

### How a customer can make a complaint

You can make a complaint using any of these channels:

- phone: 1800 194 929
- email: [Admin@nextsteprecoveryaustralia.com](mailto:Admin@nextsteprecoveryaustralia.com)
- online: [www.nextsteprecoveryaustralia.com](http://www.nextsteprecoveryaustralia.com) (by submitting this form)

When you make a complaint, the following details will help us investigate and resolve the complaint:

- the date or dates when the issue happened
- your name and contact details
- any supporting documents or information. For example, your account or reference number.
- details of the issue or concern, including amounts, location, staff you spoke to or when you contacted for help.

You may choose to have an authorised third-party make a complaint on your behalf.

This could include a financial counsellor, community lawyer, or a trusted friend or family member. We will accept established third party authority forms in these instances. In the absence of a form, we may seek confirmation from you that the person is authorised to act on your behalf.



## How we'll manage a customer complaint

What customers can expect from us when making a complaint.

NRSA will:

- respond in writing or verbally, if a written response isn't possible
- aim to resolve the complaint within **20 business days**
- review the complaint fairly and impartially, without discrimination or detriment
- handle all complaints confidentially, and in accordance with privacy obligations
- escalate serious or complex complaints to senior management

We will keep customers informed of progress as we investigate and resolve complaints. All correspondence will be documented.

## How we'll manage an unresolved customer complaint

When a customer complaint is serious, repeated or remains unresolved, we will refer the complaint in writing to Services Australia within 5 business days.

We may also refer the matter to a relevant ombudsman or consumer protection agency, where required.

These services can be contacted at any time about the outcome.

Services Australia can be contacted using any of the following:

- by calling the feedback and complaints service on **1800 132 468**
- online via the Services Australia website or by using your Centrelink online account
- in writing to the following address:  
**Centrelink and Medicare, Services Australia Complaints and Feedback**  
**Reply Paid 7800**  
**Canberra BC ACT 2610**
- in person at a Centrelink service centre.

If your complaint is related to other services, you can contact:

- AHPRA (Australian Health Practitioner Regulation Agency) [1300 419 495](tel:1300419495)
- Alcohol and Other Drugs Service (AODS) [07 5687 9119](tel:0756879119)

## Record keeping

Our recording keeping practices are:



NRSA maintains complaint records relating to Centrepay securely for a **minimum of 7 years** in accordance with privacy obligations. Information retained may include, but not limited to:

- details of complainant
- details of the complaint
- actions taken
- the outcome of the complaint
- any referral or reports to relevant regulatory authorities, including information about dispute resolution schemes.