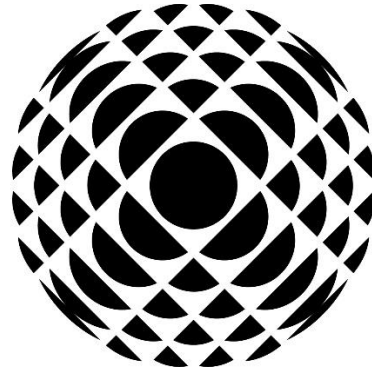


# Nexsphere



# Complaints Handling Policy

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We understand that the public has an expectation of openness and transparency as Nexsphere develops its projects, completes research and development, and partners in academic research.

However, there may be times where Nexsphere does not meet your expectations. In these circumstances we encourage you to let us know. We are committed to learning from your experiences as it will help us to continually improve the service we deliver.

Nexsphere has a structured approach to resolving complaints, as outlined below.

**Note:** This policy applies to Nexsphere staff and any contractors carrying out services on our behalf.

## 1. Send Complaint

If you are dissatisfied with the actions, decisions or services provided by us or our contractors, you can lodge a complaint with us.

Please include in your complaint the following details:

- a) your name and contact details;
- b) the nature of the complaint;
- c) details of any steps you have already taken to resolve the complaint;
- d) details of conversations you may have had with us that may be relevant to your complaint; and
- e) copies of any documentation which may be relevant.

Please email your complaint to [hello@nexsphere.com.au](mailto:hello@nexsphere.com.au).

## 2. Evaluation

We will take note of what information you provide to us. This information will be passed on to the appropriate people at Nexsphere to deal with the complaint.

The staff member handling the complaint will advise you of the name of the contact person for your complaint and when a response can be expected.

We are committed to resolving any complaint within 14 business days.

If the complaint is expected to take longer than 14 days to be resolved, then the staff member handling the matter will let you know and advise you of the projected timeline.

## 3. Response

We will keep in touch with you during the complaints process. If you require support or have a question at any time, please email [hello@nexsphere.com.au](mailto:hello@nexsphere.com.au). Once we have finalised your complaint, we will advise you of our findings in writing and any action we have taken.

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