



CENTREPAY COMPLAINTS POLICY

Safehouse Locks

142 Foveaux St

Surry Hills NSW, Sydney

Phone: 0432 828 422

Email: service@safehouselocks.com

Website: www.safehouselockservices.com

Version: 1.0

Effective Date: August 2026

Review Date: August 2027

About this policy

This complaints policy outlines how **Safehouse Locks Service PTY LTD** manages and handles feedback and complaints from customers who use Centrepay.

Safehouse Locks is committed to ensuring that complaints are handled fairly, impartially, respectfully and in a timely manner.

Customers will not be disadvantaged or treated differently because they have made a complaint.

Accessing this policy

Our Centrepay Complaints Policy can be accessed:

- on our website
- by requesting a digital copy by email
- by requesting a hard copy from Safehouse Locks.

We will provide a copy of this policy within **5 business days** of a customer's request.

How a customer can make a complaint

Customers can make a complaint to Safehouse Locks using any of the following methods:

Phone: 0432 828 422

Email: service@safehouselocks.com

Online: www.safehouselockservices.com

In writing: 142 Foveaux St, Surry Hills, Sydney

Customers are welcome to make complaints verbally. A customer does not need to put their complaint in writing for Safehouse Locks to investigate and respond to it.

When making a complaint, providing the following information will help us investigate and resolve the matter:

- the customer's name and contact details
- the date or dates the issue occurred
- details of the job or service concerned
- the relevant invoice or reference number, if available
- details of the complaint or concern
- details of any Centrepay payment or amount involved
- details of previous discussions with Safehouse Locks about the issue
- any relevant supporting information or documents.

Customers may choose to have an authorised third party make or assist with a complaint on their behalf. This may include a financial counsellor, community lawyer, trusted friend or family member.

Safehouse Locks will accept established third-party authority documentation. Where formal documentation is not available, we may seek confirmation from the customer that the person is authorised to act on their behalf.

How we manage a customer complaint

When Safehouse Locks receives a complaint, we will identify the customer and relevant job in our **Job Register**.

Our Job Register is Safehouse Locks' internal customer and job database. It contains records of jobs completed, invoice numbers, customer details and notes relating to individual jobs and customers.

Details of the complaint and relevant communications will be recorded in the Job Register so that there is an ongoing record of the matter.

Safehouse Locks will:

- listen to and document the customer's concerns
- review the relevant job, invoice, Centrepay payment and other available records
- discuss the matter with relevant staff where necessary
- contact the customer if further information is required
- investigate the circumstances of the complaint
- keep the customer informed of progress where the matter cannot be resolved immediately
- take appropriate action to resolve or rectify any identified issue
- document the action taken and outcome.

What customers can expect from us

When managing a Centrepay-related complaint, Safehouse Locks 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 to the customer

- handle complaints confidentially and in accordance with our privacy obligations
- escalate serious or complex complaints to senior management
- keep customers informed about the progress of their complaint
- document correspondence, investigations, actions and outcomes.

Where an error by Safehouse Locks is identified, we will take appropriate steps to correct the issue and communicate the outcome to the customer.

Serious, repeated or unresolved complaints

Safehouse Locks will pay particular attention to complaints that are serious, repeated or cannot be satisfactorily resolved through our internal complaints process.

Where a Centrepay customer complaint is **serious, repeated or remains unresolved**, Safehouse Locks will notify or refer the complaint in writing to **Services Australia within 5 business days**.

This includes circumstances where we know the customer is not satisfied with the outcome of a complaint they have made to us.

Where appropriate, the matter may also be referred to a relevant ombudsman, consumer protection agency or regulatory body.

Escalating a complaint to Services Australia

Customers can contact Services Australia directly about a Centrepay complaint or the outcome of a complaint made to Safehouse Locks.

Services Australia can be contacted:

- by calling the Feedback and Complaints line on **1800 132 468**
- online through the Services Australia website
- through a customer's Centrelink online account
- in person at a Centrelink service centre
- in writing to:

Centrelink and Medicare

Services Australia Complaints and Feedback

Reply Paid 7800

Canberra BC ACT 2610

Safehouse Locks will cooperate with Services Australia where information is requested about a Centrepay complaint, including providing details of how the complaint was investigated, managed and resolved.

Other external assistance

Customers may also seek independent assistance or advice from relevant consumer protection or dispute resolution services.

For customers in New South Wales, this may include **NSW Fair Trading**.

Seeking external assistance does not prevent a customer from continuing to communicate with Safehouse Locks about their complaint.

Record keeping

Safehouse Locks uses its internal **Job Register** to maintain customer and job records.

Where a complaint relates to an existing customer or job, the complaint is recorded against the relevant customer/job within the Job Register. This allows the complaint to be linked with relevant job information and invoice records.

Complaint records may include:

- details of the customer making the complaint
- the date the complaint was received
- details of the complaint
- relevant job and invoice information
- relevant Centrepay payment information
- communications with the customer
- investigation undertaken
- actions taken to resolve or rectify the issue
- the outcome of the complaint
- any referral or report made to Services Australia or another relevant authority.

Safehouse Locks will securely retain Centrepay complaint records for a **minimum of 7 years**, in accordance with applicable privacy obligations.

Access to customer and complaint information will be limited to people who require the information for legitimate business purposes.

Staff responsibilities and training

Staff involved in Centrepay transactions or customer complaints will be made aware of Safehouse Locks' obligations when using Centrepay and this complaints policy.

Relevant staff will be instructed on:

- recognising a Centrepay-related complaint
- recording complaints appropriately
- handling customers fairly and respectfully
- escalating serious, repeated or unresolved complaints
- protecting customers' personal information
- identifying matters requiring notification to Services Australia.

Safehouse Locks will review its complaints handling practices where a complaint identifies an area in which our processes can be improved.

Privacy and confidentiality

Safehouse Locks will handle personal information obtained during a complaint confidentially and in accordance with applicable privacy obligations.

Information will only be accessed, used or disclosed where necessary to investigate and resolve the complaint, comply with Centrepay requirements, meet our legal obligations, or where otherwise authorised by the customer.

Policy review

Safehouse Locks will review this policy periodically and when there are changes to Centrepay requirements or our business processes.

We may also review and improve our procedures following a complaint where the investigation identifies an opportunity to prevent similar issues occurring again.

Version Control

Document: Centrepay Complaints Policy

Business: Safehouse Locks

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Next Review: August 2027

Approved by: Safehouse Locks Management