



Complaints Procedure

This Policy applies to Talentia and all subsidiaries

Effective date	01.09.2026	Next review date	01.09.2027
-----------------------	------------	-------------------------	------------

Purpose

Talentia encourages people to raise concerns, provide feedback and make complaints when they have an issue with our services, workplace or the way a matter has been handled. We aim to listen, understand the concern, respond fairly and resolve matters wherever reasonably possible.

Our Approach

- Accessibility – people can raise concerns in a way that is practical for them.
- Respect – complaints will be treated seriously and respectfully.
- Fairness – we will seek to understand the relevant facts before deciding how a matter should be addressed.
- Confidentiality – information will be handled sensitively and shared only where reasonably necessary.
- No retaliation – people should be able to raise genuine concerns without being disadvantaged for doing so.
- Resolution – we will aim to resolve matters promptly and appropriately.

How complaints can be raised

A complaint or concern can be raised:

- with a Talentia staff member or Area Manager;
- with another member of management;
- directly with the CEO or Senior Management Team;
- through Talentia's anonymous feedback and complaints form provided with the Confirmation of Assignment; or
- through another appropriate Talentia contact.

People can choose to provide their name or remain anonymous when using the anonymous feedback and complaints form

What happens when a complaint is received

Talentia will:

- listen to and record the relevant information;
- consider the nature and seriousness of the concern;
- determine who is appropriate to manage or investigate it;
- seek further information where required;
- provide the complainant with an appropriate response or update where contact details are available; and
- take appropriate action to resolve the matter or address any issues identified.

Not every complaint will require a formal investigation. The response will depend on the nature and seriousness of the concern.

Temporary and on-hire workers

Temporary and on-hire workers can raise concerns directly with Talentia, regardless of whether the concern relates to Talentia or their client assignment.

A client may also raise concerns about a temporary or on-hire worker. Where the matter relates to conduct, performance, safety or another employment issue, Talentia will manage the employment aspect through the appropriate Talentia process.

Anonymous complaints

Talentia provides an anonymous feedback and complaints option to enable people to raise concerns without identifying themselves. Anonymous complaints will be considered and assessed based on the information provided. Where a person chooses to remain anonymous, Talentia may be limited in its ability to investigate the matter or provide an outcome.

Injury-related complaints

Where a complaint relates specifically to the management of a work injury claim, the complaints process in Talentia's Injury Management Manual will apply.

What you can expect from Talentia

- To be treated respectfully and fairly.
- To have your concern listened to and considered.
- To have information handled sensitively.
- To have appropriate action taken where an issue is identified.
- To receive an update or outcome where this is reasonably possible and contact details are available.
- To raise a concern without retaliation or disadvantage for doing so.

What we expect from our people

- Raise concerns honestly and respectfully.
- Provide relevant information where possible.
- Cooperate with reasonable enquiries or investigations.
- Respect the confidentiality of complaints and related information.
- Treat people involved in complaints fairly and respectfully.

Review

This procedure will be reviewed annually, or earlier if required to reflect changes in legislation, Talentia's business needs or our practices.