

## **Employsure complaints procedure**

Employsure is exceptionally proud of the service and support we provide to over 10,000 Australian businesses, and are committed to extending an efficient, reliable and trustworthy service to all our clients.

To assist in maintaining our standards, we ensure all our employees possess the highest degree of professionalism, are notably experienced, dedicated and receive ongoing training in their field. To support this, we endeavour to also remain up to date with all technology requirements.

On the rare occasion we do not meet your full expectations, we would like to hear about it, as it will help us to review our service and strive for excellence. The Employsure complaints procedure is designed to be simple, minimizing any inconvenience to clients, while allowing us to resolve any concern in a swift and adequate manner.

Clients can be confident that all Employsure complaints will be managed with sincerity, and will follow a consistent and uniformed approach. Our experienced and committed Client Experience team will be at the forefront of any concerns, and will acknowledge receipt of complaints within 24 hours. Further contact will then be provided in the following 48 hours, outlining the next steps and the proposed resolution period. A dedicated representative will be responsible for each case, meaning clients will have a direct contact should they have any questions or queries.

Our Client Experience team is available via email or phone from 8.30am to 5.30pm, Monday to Friday at [client.experience@employsure.com.au](mailto:client.experience@employsure.com.au) or on 1300 651 415, pressing option three.

If you are not satisfied with the management of your complaint through the above mentioned process, please escalate it in writing to:

**The Commercial Director  
Employsure Pty Ltd  
Level 6  
180 Thomas Street  
Ultimo, NSW, 2000**

We are confident in our ability to manage and resolve any Employsure complaint quickly and smoothly.