

Ecomarine Services is a specialist provider of remotely operated vehicle (ROV) inspections, tank cleaning, and water infrastructure maintenance services across a range of environments, including fire water tanks, potable water tanks, reservoirs, and dams.

As a company committed to quality and accountability, we value feedback and take all complaints seriously. To maintain high service standards and foster continuous improvement, this policy outlines our approach to managing complaints and resolving issues in a professional and timely manner.

This policy applies to all clients, contractors, and stakeholders engaging with Ecomarine Services.

1 Purpose

The purpose of this policy is to provide a clear process for handling complaints in a timely, fair, and respectful manner.

2 Policy Statement

Ecomarine Services is committed to addressing complaints professionally and transparently. We aim to resolve all concerns constructively and use feedback as an opportunity to improve our services and strengthen client relationships.

3 What Constitutes a Complaint

A complaint may be raised if you are dissatisfied with:

- The quality of a service or report provided
- Our response to an inquiry or request
- The conduct of our staff or representatives
- Any aspect of our business operations

4 How to Make a Complaint

You can make a complaint by contacting us via:

Ecomarine Services Pty Ltd

Email: admin@ecomarineservices.com.au

Phone: 0424 648 368

Please include:

- Your name and contact information
- A clear description of your complaint
- Relevant dates, project details, or reference numbers
- Any supporting documents (if applicable)

5 What Happens Next

- Your complaint will be acknowledged within **2 business days**
- An internal review will be conducted by senior staff
- A response will be provided within **10 business days** outlining outcomes or next steps
- If the matter is complex, we will keep you informed of progress and expected timeframes

6 Escalation

If you are not satisfied with the outcome, you may request an internal review or refer the matter to an external authority such as the **Office of the Australian Information Commissioner (OAIC)** or a relevant industry body.

7 Review

This policy will be reviewed annually or after any incident to ensure it remains effective and compliant with legal obligations