

# Centrepay Complaints Policy

Version 1.0 | Effective: 2025 | Review: Annually

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## Purpose

This policy sets out how RSPCA Tasmania receives, handles and resolves complaints from Centrepay customers, in accordance with obligations under clause 18 of the Centrepay Terms of Use (TOU) and the Centrepay Policy for Businesses issued by Services Australia.

## 1. Scope and Application

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This policy applies to all RSPCA Tasmania staff who interact with Centrepay customers. It covers any complaint made by a current or former customer about RSPCA Tasmania's use of Centrepay, including complaints about:

- payment deductions, amounts or timing
- account balances or overpayments
- how a deduction authority was set up, changed or cancelled
- the goods or services for which Centrepay deductions are made
- the conduct of RSPCA Tasmania staff in administering Centrepay
- any other matter related to RSPCA Tasmania's use of Centrepay

A complaint may be about an act or practice of RSPCA Tasmania that is not unlawful. All complaints must be treated seriously, handled respectfully and resolved as quickly as possible.

### Centrepay requirement

Under clause 18.1 of the Centrepay Terms of Use and the Centrepay Policy for Businesses, RSPCA Tasmania must maintain a clear, accessible and easy-to-use complaints process. Failure to comply may result in suspension or termination of RSPCA Tasmania's Centrepay approval.

## 2. How Customers Can Make a Complaint

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Customers can lodge a complaint with RSPCA Tasmania by any of the following means:

- Phone: 6709 8100
- Email: [rspca@rspcatas.org.au](mailto:rspca@rspcatas.org.au)
- In writing: addressed to the CEO, RSPCA Tasmania, PO Box 66, Mowbray 7248

RSPCA Tasmania will make reasonable adjustments to assist customers who have difficulty making a complaint, including those with disability, language needs or other vulnerabilities.

Customers who are not satisfied with the outcome of their complaint, or who prefer to complain directly to the regulator, may also contact Services Australia:

**Phone:** 1800 044 063 (Centrelink for Business general support)

**Online:** [servicesaustralia.gov.au/centrepay](https://servicesaustralia.gov.au/centrepay)

### 3. Complaints Handling Process

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#### Step 1 — Receive and acknowledge the complaint

1. All complaints received by phone, email or in person are actioned immediately by the staff member who receives them.
2. If the complaint is received in writing or by email and an immediate response is not possible, acknowledge receipt within 1 business day.
3. Record the complaint on the customer's account file, noting: the date and method of complaint, the customer's details, and a summary of the concern raised.

#### Step 2 — Investigate

4. Retrieve the customer's account records, deduction authority paperwork and payment history.
5. Review the relevant documentation and establish the facts of the complaint.
6. Where the complaint involves a payment or deduction matter, log into the Centrepay portal to verify payment records.
7. If further information is needed from the customer, contact them promptly and explain what is required.
8. Escalate to the CEO or Manager if the complaint is serious, complex, or involves a potential breach of the Centrepay Terms of Use.

#### Step 3 — Resolve and respond

9. Discuss the findings with the customer and, where possible, resolve the complaint in that contact.
10. Send the customer a written response as soon as practicable after the complaint is made. Where a written response is not practicable, provide an oral response and keep a written record of it.
11. The written response must set out: a summary of the complaint, the outcome of the investigation, any action taken or proposed, and how the customer can escalate if not satisfied.
12. Aim to resolve all complaints within 20 business days of receipt. If this is not possible, notify the customer of the delay and provide a revised timeframe.

#### Step 4 — Record and close

13. Record the outcome on the customer's account file, including: the resolution, any actions taken, and the date of closure.
14. Save a PDF of all correspondence (including the resolution email) in the customer's folder on the organisational file system.
15. If the complaint involved a payment error or overpayment, follow the RSPCA Tasmania Centrepay Overpayment Policy to rectify the payment.

## 4. Escalation and Notification to Services Australia

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RSPCA Tasmania must notify Services Australia within 5 business days in the following circumstances:

- a customer complaint is serious or has been repeated
- a customer is not satisfied with the outcome of their complaint
- the complaint involves a potential breach of the Centrepay Terms of Use
- the complaint relates to a privacy matter (see section 5)

Notification must be made by contacting:

**Email:** [centrelink.business.support@servicesaustralia.gov.au](mailto:centrelink.business.support@servicesaustralia.gov.au)

**Phone:** 1800 044 063

Services Australia may give RSPCA Tasmania a written direction about how to handle a particular complaint or type of complaint. RSPCA Tasmania must comply with that direction.

## 5. Privacy Complaints

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If a customer makes a complaint about how RSPCA Tasmania has handled their personal information in connection with Centrepay, or requests access to or correction of their personal information, RSPCA Tasmania must:

- handle the complaint in accordance with the Privacy Act 1988 and any applicable State or Territory privacy laws, in addition to the process in section 3
- notify Services Australia of any serious or repeated privacy complaints within 5 business days

Services Australia may refer a privacy complaint to the Australian Information Commissioner or issue a written direction to remediate the breach. RSPCA Tasmania must comply with any such direction.

## 6. Staff Training

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All staff who interact with Centrepay customers must be familiar with this policy and trained to:

- identify and receive Centrepay-related complaints
- handle complaints respectfully, confidentially and impartially
- assist customers who may be experiencing vulnerability, disability or language barriers
- escalate serious or complex complaints to a senior staff member or the CEO
- identify systemic issues and report them internally

Training must be reviewed and updated whenever this policy or the Centrepay Terms of Use is changed.

## 7. Record-Keeping

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RSPCA Tasmania must make and keep a record of every complaint and its outcome. Records must include at minimum:

- the date the complaint was received
- the customer's name and contact details
- the nature of the complaint
- all actions taken, including any remedies offered
- the requested outcome versus the actual outcome
- the staff member(s) involved
- timeframes for acknowledging, responding to and closing the complaint
- any referrals or reports made to Services Australia or other regulatory bodies

### Record-keeping obligation

Under clause 18.1 of the Centrepay Terms of Use, complaint records must be kept for a minimum of 7 years after the date of the complaint.

## 8. Compliance Summary

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Obligation	Timeframe	Reference
Acknowledge complaint	Immediately (phone/in person); within 1 business day (written)	TOU clause 18.1
Provide written response to customer	As soon as practicable	TOU clause 18.1
Resolve complaint	Within 20 business days where practicable	TOU clause 18.1
Notify Services Australia of serious or repeated complaints	Within 5 business days	TOU clause 18.1
Notify Services Australia if customer unsatisfied	Within 5 business days	TOU clause 18.1
Notify Services Australia of privacy complaints	Within 5 business days	TOU clause 18.2
Retain complaint records	Minimum 7 years	TOU clause 18.1

## 9. Roles and Responsibilities

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**All staff:** Responsible for receiving complaints promptly, treating customers with respect and following this policy.

**Administration staff:** Responsible for recording complaints, retrieving account documentation and coordinating resolutions.

**CEO / Manager:** Responsible for handling escalated or complex complaints, notifying Services Australia where required, and ensuring staff training and policy compliance.

## 10. Policy Administration

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**Policy owner:** RSPCA Tasmania CEO

**Approved by:** RSPCA Tasmania CEO

**Effective date:** 2025

**Review cycle:** Annual, or upon any change to Centrepay Terms of Use or Policy for Businesses

**Related documents:** Centrepay Terms of Use (Services Australia); Centrepay Policy for Businesses (Services Australia); RSPCA Tasmania Centrepay Overpayment Policy