

Orbus3 Complaints/Appeals Procedure

All persons wishing to make a complaint, appeal or any other manner of objection in relation to the conduct of Orbus3 have access to the following procedure.

Informal complaint/appeal

An initial complaint or appeal will involve the candidate communicating directly with Orbus3 verbally, by email or by other appropriate means. Orbus3 Management will make a decision, discuss their judgement with the candidate and record the outcome of the complaint or appeal.

Candidates dissatisfied with the outcome of Orbus3's decision may initiate the formal complaint procedure.

Formal complaint/appeal

1. It is normal procedure that all formal complaints proceed only after the initial informal complaint or appeal procedure has been finalised.

2. The formal complaint or appeal is to be submitted in writing using the contact form on the Orbus3 website and the procedure and outcome recorded by Orbus3 Management.

3. On receipt of a formal complaint, the relevant manager will convene the Complaint Committee to hear the complaint.

4. The Complaint Committee will consist of a panel of members with no previous involvement or vested interest in the outcome of the particular complaint or appeal.

Members of the committee should include:

- The complainant/appellant shall be given an opportunity to present the case to the committee and may be accompanied by one (1) other person as support or as representation.
- The staff member(s) involved shall be given an opportunity to present their case to the committee and may be accompanied by one (1) other person as support or as representation.
- The Complaint Committee will reach a decision on the complaint or appeal after consideration of each case presented.
- The Complaint Committee will inform all parties involved of the outcome in writing within five (5) working days of making the decision.

Delayed processes

In the unusual circumstance where Orbus3 considers more than sixty (60) calendar days are required to process and finalise the complaint or appeal, Orbus3 will inform the complainant or appellant in writing, including reasons why more than sixty (60) calendar days are required. In line with the importance that Orbus3 places on open and transparent processes and communication, the complainants or appellant will be regularly updated the on progress of the matter.



Orbus³
ASPIRE • ACQUIRE • APPLY

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