

Compliments and complaints

At BIRST, we genuinely care about delivering positive outcomes for all our members.

We also embrace opportunities to improve our service.

Complaints resolution process

By phone: The quickest way to resolve your complaint is to speak with a BIRST team member.

By letter or email: We will respond to your complaint promptly and provide an indication of how long it may take to resolve.

To help us understand and address your concern, please include:

- your name and contact details
- what happened and when
- any relevant documents that may help
- the outcome you're hoping for.

BIRST will address complaints by:

- treating you with respect, fairness and confidentiality
- listening to your concerns and taking them seriously
- keeping you informed throughout the process
- handling your complaint promptly and transparently
- using your feedback to improve our services.

If your concerns cannot be resolved by our team members, we will refer your complaint to our Management team for further investigation.

Please do not hesitate to contact us:

Phone: (08) 8373 0122

Email: enquiries@birst.com.au

Post or in person: Attention Complaints Officer,
58A Greenhill Road, Wayville SA 5034

