



Centrepay Complaints Process

Elanora State High School

Purpose

This process outlines how complaints related to Centrepay deductions will be managed in a fair, transparent and timely manner.

How Customers Can Make a Complaint

Customers can lodge a complaint regarding Centrepay deductions by:

- Email: finances@elanorashs.eq.edu.au
- Phone: 07 5568 4330
- In person
- Written request

Complaints should include:

- customer name
- contact details
- details of the complaint.

Managing Complaints

Once a complaint is received:

1. The complaint will be recorded.
2. The issue will be reviewed by the responsible staff member.
3. Where required, the customer account and Centrepay deductions will be investigated.
4. The customer will be contacted to discuss the outcome.

Timeframes

- Complaints will be acknowledged within **2 business days**.
- Complaints will usually be resolved within **10 business days**.

If further investigation is required, the customer will be informed.



Escalation

If the customer is not satisfied with the outcome, the complaint can be escalated to a senior staff member or manager.

Customers may also contact:

Services Australia – Centrepay
or the relevant **state or territory consumer protection body**.

Record Keeping

All complaints and outcomes will be recorded and retained according to organisational record-keeping procedures.