

Rialto Adjudications Pty Ltd Complaints Policy and Procedure Statement:

1. Rialto Adjudications Pty Ltd undertakes to comply with this Complaints Policy and Procedure Statement.
2. Any person may make a complaint in writing (the complaint) to Rialto Adjudications Pty Ltd, at any time, in relation to:
 - any process of Rialto Adjudications Pty Ltd in relation to or arising out of the Act
 - any conduct by any officer or personnel of Rialto Adjudications Pty Ltd
 - any conduct by an adjudicator nominated by Rialto Adjudications Pty Ltd, or
 - any other relevant matter concerning Rialto Adjudications Pty Ltd, including, for the avoidance of doubt, any complaint against Rialto Adjudications Pty Ltd as an ANA.
3. Complaints should be made, in writing, to Rialto Adjudications Pty Ltd's director (“the Director”), Greg Bowman.
4. The Director will conduct an independent investigation into the complaint and provide a written report to the person making the complaint within 5 business days. Such report will provide for appropriate remedies and sanctions where the complaint is proved.
5. In the event that a complaint being made to Rialto Adjudications Pty Ltd, against Rialto Adjudications Pty Ltd as an ANA, the following further process will be followed:
 - The Director will contact the person making the complaint within 5 business days after providing the results of their independent investigation referred to in paragraph 4 above.
 - If the person making the complaint still requires the complaint to be taken further, the Director will seek to agree, with the person making the complaint, a process to refer the complaint to expert determination by a suitably qualified, available, independent, person, to act as expert.

Rialto Adjudications undertakes to notify the VBA of complaints received and outcomes arrived at.