

Appeals & Complaints

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1. Certification Appeals

You may appeal any part of a certification offer from NASAA within 30 days of the date of contract offer. You must make your appeal in writing and you should include reasons for your appeal including any relevant documentation. Your appeal will be considered carefully and hopefully resolved quickly. If this is not to your satisfaction, you have the right to ask NASAA to constitute a formal appeal hearing to reconsider the matter.

2. General Complaints

If you have a complaint about any aspect of NASAA, about possible mis-use of NASAA Name and/or Label or about the possible use of prohibited products by a NASAA operator, you are invited to make your complaint known to NASAA, so that it can be urgently investigated. Your complaint must be in writing and addressed in the first instance to the Administration Manager. Your complaint will be acknowledged and NASAA will make appropriate investigations. You will be kept informed of proceedings where appropriate and you will be informed of the outcome of investigations about the complaint.