

Complaints management process

All complaints are managed within Orion's complaints management framework. That means the same key people will keep track of your complaint from the beginning to the end of the complaints process.

During the time it takes to resolve your complaint, we may draw on the expertise of certain people within Orion, or call on independent consultant advice.

Our aim is to keep you informed of how your complaint is progressing throughout the complaints process. If at any point you are concerned please contact us on (03) 363 9898.

