

Complaints Handling Procedure

Dun & Bradstreet's (D&B) objective is to ensure complaints are handled and resolved in a timely, compliant and professional manner.

Enquiry

If you have an enquiry or question you can:

- for D&B Customers, call your Account Managers
- call us on
- e-mail us with your query

Our contact numbers and e mails are available on our website under the Contact Us tab

What is a complaint?

If, after D&B has responded to your enquiry or question, you feel that the matter has not been resolved, you can lodge a formal complaint.

D&B defines a complaint as: *“a pursued problem/enquiry/question that has not been rectified to the customer’s satisfaction”*.

How to make a complaint?

To lodge a formal complaint, you must complete D&B Complaints Lodgement form.

If you wish to issue a complaint please [click here to complete an Online Form](#) or download a [Complaint lodgement Form.pdf \(25KB\)](#) and return it to:

	Australia	New Zealand
Attention to:	Complaints Handling Council	Complaints Handling Council
Company:	Dun & Bradstreet Australia	Dun & Bradstreet New Zealand
Postal Address:	PO Box 7405 St Kilda Rd Melbourne VIC 3004	PO Box 9589 Newmarket Auckland 1031
Email:	chc-au@dnb.com.au	chc-nz@dnb.co.nz
Fax:	(03) 9828 3447	(09) 309 2050

How we will handle your complaint?

D&B's Complaints Handling Procedure, in accordance with the Australian Standards for Complaints Handling AS ISO 10002:2006, promotes timely and efficient handling of complaints in a fair and objective manner.

Once the Complaints Handling Council receives your complaint, it will be assigned to a Complaints Handling Officer who will provide you with written acknowledgement of receipt of your complaint within 5 days.

When will we respond to your complaint?

D&B will then take all necessary steps to investigate the complaint. Sometimes this may involve us liaising with a third party, for example, a credit provider.

D&B will provide a written response to your complaint, with advice of resolution, within 30 days of receipt of your complaint.

When a dependency on third party information is required, D&B requests an extension of time to respond the complaint. We will make such a request in writing, before the expiry of 30 days.

In certain circumstances, and only after you have received a written response to your complaint from D&B, you may have a right to escalate a credit reporting related matter to the Privacy Commissioner or an external dispute resolution scheme. Details of these organisations will be provided by D&B's Complaints Handling Officer that will handle your complaint.