

Jenolan Caves Trust Complaint Management Process

Lodgement:

Jenolan Caves Reserve Trust will accept complaints in the following manner:

a) By telephone:

By telephoning Caves House Reception on 02 6359 3900

By telephoning the Duty Manager after hours on 0457 837 460

N.B: These numbers can be used by the community for the reporting of environmental incidents e.g. sewage overflows.

b) In Writing:

○ By mailing the trust at 4655 Jenolan Caves Road, Jenolan Caves NSW 2790

○ By email to reception@jenolancaves.org.au

c) In Person:

○ By attending reception at Caves House, 4655 Jenolan Caves Road, the office is open between the hours of 7am and 9pm 7 days a week

Jenolan Caves Reserve Trust will acknowledge all complaints within 5 business days and try to resolve complaints within 14 business days.