

Aussie Fitouts Pty Limited

Feedback or Complaints Policy

Commitment & Resource

Aussie Fitouts is committed to the efficient and fair resolution of complaints and the resources required for efficient and effective handling of complaints will be made available.

Fairness

The complaints handling process must always be fair to both the complainant and to Aussie Fitouts and staff members.

Visibility

The complaints handling process is well publicised within Aussie Fitouts and is available to all members of the public on the web site.

Access

The complaints handling process is accessible to all. Information on making and resolving a complaint is available, easy to understand and use, and in plain language.

Assistance

When required, Aussie Fitouts staff will provide the necessary support in the formulation and lodgement of complaints.

Responsiveness & Accountability

All complaints will be dealt with promptly and complainants will be treated courteously.

Aussie Fitouts will advise estimated response and resolution times for a complaint. Response times for complaints resolution will be monitored as part of Aussie Fitouts management reporting.

Charges

The complaints handling process is free.

Remedies

The complaints handling process has the capacity and authority to resolve and implement remedies.

Data Collection & Analysis

All complaints and outcomes will be recorded. Aussie Fitouts maintains a complaint register and complaints will be classified and analysed for identification of systematic and recurring problems.

Reviews

The complaint handling process is regularly reviewed as part of the Aussie Fitouts audit process, to ensure it is efficient and delivering effective and fair outcomes in a timely manner.

Training and Education

Aussie Fitouts staff training and education programs are regularly reviewed and upgraded to benefit from the findings and outcomes achieved in the complaints handling process with the aim of limiting the number of complaints.

Complaints Handling Procedure

Aussie Fitouts has a complaints handling and monitoring process that is designed to comply with the Australian Standard on Complaints Handling and ensure that your complaint is handled in a fair and appropriate manner.

Lodgement of a complaint

To be able to resolve your complaint we will need:

1. All of your contact and identification details: This includes your full name, business and/or company name, phone, fax and mobile numbers, email and postal addresses.
2. Specific details about your complaint: This will allow us to undertake an investigation on your behalf. The details we require include the nature of the complaint, reference numbers – if they are applicable to your complaint, dates, names, amounts, phone numbers.

To lodge a complaint or provide feedback, please send it to Aussie Fitouts;

If your complaint relates to privacy, email: privacy@aussiefitouts.com.au
If your complaint relates to works, email: sales@aussiefitouts.com.au
If your complaint relates to an outstanding account, email: accounts@aussiefitouts.com.au

If preferred, you can either fax or mail your complaint to:

Aussie Fitouts Pty Ltd
PO Box 518
Lawnton QLD 4501

Fax: (07) 3881 1778

Your rights and responsibilities

- You have the right to make a complaint and to have that complaint handled.
- The principles of the Australian Standard: Complaints handling outline the manner in which your complaint will be handled by Optimum Recoveries.
- If you are dissatisfied with the result of our investigation or you feel the process was not fair to you, please contact our Managing Director using the above contact details.

Aussie Fitouts obligations and rights

- To use the complaints handling principles to resolve your complaint.
- To resolve all complaints in a fair and equitable manner for both parties.
- To take sufficient time to complete an investigation into your complaint and to keep you informed of the expected completion date or progress made.
- To continuously improve our business and processes.