

Policy Name:	Handling Complaints
Policy Number:	6.03
Date:	February 2023

POLICY STATEMENT:

While JC Steele endeavours to minimise the need for complaints from clients or suppliers through providing quality services and demonstrating a commitment to doing the best we can at all times, complaints are nevertheless considered inevitable in any business.

JC Steele believes the majority of complaints can in fact be converted into a satisfactory experience if dealt with in a prompt, understanding, professional and friendly manner.

PROCEDURES:

- a. Be it by telephone or in person, when responding to a customer complaint a calm, understanding and friendly manner must be maintained at all times.
- b. To assist with resolving a complaint in a timely and professional manner, the full details of the complaint should be collected with as much information as possible. Ensure details taken include:
 - Person's name and contact details
 - The nature of the complaint
 - Description of the complaint
 - Details of the complaint including, but not limited to, dates, times, people involved, witness details, and any other information relevant to the circumstances of the complaint, ie. product details, etc.
 - Employee or department to which the complaint should be referred.
- c. All complaints, regardless of circumstances, should be immediately reported to the Managing Director.
- d. To the extent possible, complaints should be managed by the person who receives the complaint. Should this not be possible due to the nature of the complaint, or a lack of knowledge or experience, the handling of complaints will be undertaken by the Managing Director, or delegate. It is our intention to resolve all complaints as swiftly as possible so referring the client to several areas (handballing) is not permitted.
- e. Under no circumstances should a JC Steele employee treat a person making a complaint inappropriately by arguing, shouting, abusing, or otherwise allowing the conversation to become heated.

- f. Every effort is to be made to come to a satisfactory outcome for the person making the complaint.
- g. Should an employee receive a complaint while on site they should attempt to resolve it on the spot to the best of their ability.
- h. All employees are to ensure they effectively manage complaints giving the highest level of priority to complaints received.