

## Vandelay Home

# COMPLAINTS HANDLING POLICY AND PROCEDURE

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## Complaints handling policy

### **Policy purpose**

Vandelay Home is committed to consistent, fair, and confidential complaint handling and to resolving complaints as quickly as possible. We aim to make it easy for people to make a complaint if they are dissatisfied and we will treat all customers making a complaint equally.

### **Definition of a complaint**

Complaints are defined as any expression of dissatisfaction or grievance made to staff by a customer or member of the public in relation to our business.

### **Recording complaints**

All complaints made, verbal or written, will be recorded in our complaints form at the time the complaint is made, or as soon as possible afterwards. The complaint will be recorded by the staff member who took the details.

Alternatively, customers can download our complaint form from our web site and complete it themselves.

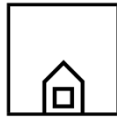
When taking a complaint, staff will record the name and contact details of the customer, as well as full details of the complaint including the date.

Details of all communication with the customer and any actions to resolve the complaint will be recorded in the same place.

All complaints will also be entered into the company's complaint register which will be reviewed at quarterly management meetings to discuss continuous improvement and preventative measures.

All complaints will be actioned by the Customer Service Officer under guidance from the relevant department, or in complex matters, referred to the Sales Team Leader or Construction Manager. All complaints related to the performance of a staff member should be referred to the HR Manager.

Customers' personal details or details of their complaint will not be divulged to third parties unless we have their written consent.



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### **Informing customers of progress**

We strive to resolve all complaints within 10 business days of receipt. Written complaints will be acknowledged within 2 business days.

Customers will be given an indication of the expected timeframe at the time they make their complaint and a more accurate timeframe for the resolution of the complaint in the follow-up. Customers will be informed of the progress of their complaint regularly, especially if there are any delays or changes to what has been agreed.

A standard letter will be provided advising of the outcome of the complaint and providing timelines e.g., for repair or replacement of a product.

Where appropriate, customers who have had a complaint resolved will be contacted later to see if they are happy with how their complaint was handled.

### **Responding to complaints**

All people making a complaint will be treated with courtesy. All warrantees must be honoured promptly.

If appropriate to the complaint, frontline staff can offer a replacement product if the product is faulty to resolve a complaint immediately. The complaint will still be recorded.

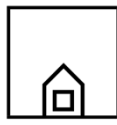
If the complaint can't be resolved immediately, the customer will be given a timeframe, a contact person and details of our complaint handling process. Where possible, the staff member taking the complaint details will be the contact person.

All complaints about damaged goods should be supported with a photo of the damage.

### **Escalation of complaints**

If a complaint cannot be resolved by the usual complaint process, it should be referred to the General Manager and the customer will be informed and given an amended timeframe for resolution.

If we cannot resolve the complaint to the customer's satisfaction, we will inform them about where they can take further action i.e., Consumer Affairs. We will provide contact details for this.



## Complaints handling procedure

**Acknowledge the complaint** - Acknowledging their concern is the first step in diffusing the emotion of an upset customer.

**Apologise** - Apologising with sincerity can do a lot to help ease the tension of high emotions. Look the customer in the eye, smile and sincerely apologise and communicate that their issue is important and that you want to make things right for them.

For example, Ms. Smith, I am sorry that you did not have a good experience.

**Maintain positive communication** - When listening to the customer, keep your facial expressions and responses as positive as possible.

Be as pleasant as possible as you try to resolve the issue for the customer.

**Work towards a solution** - Allow the customer to explain their issue.

This is a good time to try and gather all the details of the situation and try to find out where the breakdown happened.

Find out the facts and then try to find out what the customer wants.

**Give the customer options** - You probably won't always be able to do exactly what the customer wants, but there is always something you can do. Focus on what you can offer the customer.

Customers don't necessarily want to hear the why behind an issue; they just want their problem solved. Try to offer a couple of options for things you can do to fix the situation for them.

**Document and track complaints** - It is important to document and track complaints.

Document: Date, time, description of the complaint, employees involved, what customer wanted, what was offered to the customer, was the issue resolved, what the outcome was, follow-up with the customer at a later time.

It is always important to check with a customer after the fact to ensure that their issue was resolved to their satisfaction.

**Trend complaints** - Collecting complaint data can help provide the information needed to resolve systemic problems that may not be as evident without supporting data.