John Readings Customer Complaints Policy and Procedures

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| **Purpose** | The purpose of this policy is to ensure the management of complaints is carried out consistently, fairly and transparently and in accordance with organisational requirements. |
| **Scope** | The scope of this policy covers the management of customer complaints by employees and contractors of John Readings. |
| **Resources** | Specific procedures for the implementation of this policy are available below and on the company intranet. |
| **Responsibility** | Responsibility for the implementation of this policy rests with employees and management of John Readings with responsibility for managing customer complaints. |
| **Relevant legislation etc.** | * *Privacy Act 1988 (Cwlth)* * *Equal Opportunity Act 2010 (Vic)* * *Competition and Consumer Act 2010 (Cwlth).* |
| **Updated/ authorised** | 10/2011 – Damian Black CEO |

**Customer Complaints Procedure**

#### **To Manage Complaints – Customer Service Representatives**

1. Greet the customer courteously and give them your name.
2. Listen fully to what the customer is saying. Try to gather all the facts about the complaint and jot them down. Ask questions and summarise what they are saying.
3. Never argue with the customer.
4. Apologise for any product fault or poor service. Be sympathetic. Ask if the customer will allow us to send the faulty item to our quality department for testing.
5. When you have all the details about the complaint, ask the customer how they would like it to be resolved.
6. No product replacements are within all staff members’ authority.
7. All staff members can use their professional judgement and refund an additional 10% of the value of the faulty product up to a maximum value of $25.
8. Complaints involving damage to other property are covered by our insurance. Help the customer to complete the Claims Form and (where appropriate) ask if the customer can obtain quotes for replacements.
9. All complaints involving injury must be referred to the Customer Service Manager. Agree a suitable time for the Customer Service Manager to call the customer.
10. Any complaint that is not covered in the above procedures must be directed to the Customer Service Manager. Agree a time for the Customer Service Manager to call the customer.

#### **To Manage Complex Complaints – Customer Service Manager**

1. Once you are alerted to a complex customer complaint, gather all the available details about the customer, and the problem being addressed.
2. Before contacting the customer, decide on what actions need to be taken to address the problem:
   1. At a system level, to prevent similar problems occurring in the future,
   2. For the specific customer who has made the complaint,
3. Once you have identified actions to be taken, contact the customer as soon as possible.
4. In your customer contact:
   1. Summarise the facts and the problem as you understand it and make an apology for the mistakes the company is responsible for,
   2. Describe what the company is going to do at a systems level to prevent or minimise these types of mistakes for all customers in the future,
   3. Describe what John Readings is going to do to solve the customer’s specific problem immediately,
   4. Describe when you will follow-up with the customer to see if their problem has been resolved, and
   5. Ask if there is anything else the customer needs to resolve the situation or repair the relationship.