

Complaints Procedure

Client communicates the complaint via phone, email, fax or in person.

Salesperson or operations staff attempt to deal with the client to satisfy the complainant.

If the complainant is not satisfied, the salesperson or operations staff document the complaint and log it in the complaint register

If the complaint is not resolved to the satisfaction of the Complainant, salesperson or operations staff notifies the Head of Operations.

If the Complainant is not satisfied, his response is discussed with the CEO

Head of Operations makes the decision and notifies the complainant.

Head of Operations investigates the complaint and documents his findings

Head of Operations writes to the Complainant advising that the complaint has been logged and will be responded to by a certain date.

Head of Operations sends a subsequent response for resolving the complaint to the client. This process continues until the complaint is resolved.