

If you are unhappy with our service and would like to make a complaint, we would like to hear about it. Please read below on how to make a complaint and how we handle this process.

Complaints can be made over the phone or in writing via email .

Tell us about your issue and how it affected you.

Your complaint will be acknowledged by complaint resolution officer within 48 hours of receipt of your.

Our Office Manager will keep you informed about what's happening throughout this process.

The process will include interviews with key people and reviewing our records. We will record what we're doing as we go.

We will look into all the issues raised in your complaint and issue an action plan.

If your complaint is particularly serious, our Office Manager will refer it to our Director, who may consult third parties such as the industry body JAS-ANZ if necessary.

We will contact you to discuss with you a suitable solution to resolve your complaint.

Once a suitable solution is reached we will notify the complaint as resolved.

if you are not satisfied with the outcome of your complaint, contact us and we will guide you through our Appeals Procedure and how you can take your complaint to JAS-ANZ.