

# **Complaints Handling Policy and Procedure**

## **OBJECTIVE OF THE POLICY**

Raso Electrical seeks to maintain and enhance our reputation of providing you with high quality products and services. A complaint can assist us to improve our products, quality of work and customer service.

Raso Electrical is committed to being responsive to the needs and concerns of our customers or potential customers, also to resolve your complaint as efficient and promptly as possible.

The objective of this policy is to ensure:

- You are aware of our complaint lodgement and handling processes.
- Your complaint is investigated adequately with a balanced view of all information and/or evidence.
- We will take reasonable steps to ensure your individual circumstances and needs.

## **MAKING A COMPLAINT**

- Call us to discuss your complaint/issue on 0405-335-536
- Send us an email with a description of your complaint to [tara@rasoelectrical.com.au](mailto:tara@rasoelectrical.com.au)
- In person, by speaking to one of our team members.

## **YOU WILL NEED TO PROVIDE**

- Your name and contact number.
- Your email address.
- The nature of the complaint.
- Details of communication/ if any, with one of our team members.
- Any information/ proof which supports your complaint.

If you make a complaint, we will keep all information/ evidence provided to ensure the issue is resolved reasonably and the appropriate action is taken to maintain customer satisfaction.

## **RESOLVING YOUR COMPLAINT**

Once a complaint is made, we will ensure customer contact within 3 business days.

After the collection of all data, appropriate action will be taken to resolve the issue within 21 days. If extra time is required, customer will be notified and the complaint will be completed within 45 days.

If required, photos will be provided to the customer to ensure satisfaction.

During this process, customer will be made aware of all steps/ rectification along the way and if he/she is unhappy with any of the decisions made, we can re-assess and give alternative option if possible.

After the 45 day period, from the time customer makes a complaint, if he/she is unsatisfied with the outcome, he/she can escalate further and make contact with the Ombudsman.

### **COMPLAINT PROCESS**

- We acknowledge
- We review
- We Respond
- We investigate
- We resolve
- We keep record

All information/data will be kept on record for continuous improvement and development.

Your rights as a consumer

You reserve the right to refer your complaint to the ombudsman.