

# All Pets Education and Training

## Complaints Policy @ 2018



All Pets Education and Training seeks to maintain and enhance our reputation of providing you with high quality services. We value complaints as they assist us to improve our services and customer service.

All Pets Education and Training is committed to being responsive to the needs and concerns of our customers or potential customers and to resolving your complaint as quickly as possible.

This policy has been designed to provide guidance to both our customers and staff on the manner in which All Pets Education and Training receives and manages your complaint.

We are committed to being consistent, fair and impartial when handling your complaint.

### **All Pets Education and Training**

*Teaching you to train your pet without pain, fear or intimidation.*

[www.allpetseducationandtraining.com.au](http://www.allpetseducationandtraining.com.au)

Text: 0488 315 784

Email: [trish@allpetseducationandtraining.com.au](mailto:trish@allpetseducationandtraining.com.au)

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## Objective of the Policy.

The objective of this policy is to ensure:

- You are made aware of our complaint lodgment and handling process
- You understand the process of handling complaints
- Complaints will be investigated impartially with a balanced view of all information/evidence
- Reasonable steps will be taken to protect personal information

If you are not satisfied with a service provided by us, please consider speaking directly with the staff member involved as the first step.

If you are uncomfortable with this you can lodge a complaint with us in one of the following ways:

- By email on [trish@allpetseducationandtraining.com.au](mailto:trish@allpetseducationandtraining.com.au)

If we receive your complaint verbally and we consider it appropriate, we may ask you to put your complaint in writing.

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### **Definition of complaint**

In this policy a complaint means an expression of dissatisfaction by a customer relating to travel service provided by us.

### **Information you need to provide when making a complaint**

When we are investigating your complaint we will be relying on information provided by you and information we may already be holding. We may need to contact you to confirm details or request additional information where necessary. To help us investigate your complaint quickly and efficiently we will ask you for the following information:

- Your name and contact details
- Previous forms of contact (email/phone calls/texts/social media)
- Pets name
- Nature of the complaint
- Copies of documentation which supports your complaint

When taking a complaint, we will record your name and contact details. We will also record all details of your complaint including the facts and the cause/s of your complaint, the outcome and any actions taken following the investigation of your complaint. We will also record all dates and times

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relating to actions taken to resolve the complaint and communications between us.

As part of our on-going improvement plan, complaints will be monitored for any identifying trends and rectification/remedial action taken to mitigate any identified issues.

If you lodge a complaint we will record your personal information solely for the purposes of addressing your complaint. Your personal details will actively be protected from disclosure, unless you expressly consent to its disclosure.

We will acknowledge receipt of your complaint within three (3) business days. Once your complaint has been received, we will undertake an initial review of your complaint.

There may be circumstances during the initial review or investigation of your complaint where we may need to confirm certain aspects of your complaint or request additional documentation from you.

We are committed to resolving your complaint within 10 business days of you lodging your complaint, however, this may not always be possible on every occasion. Where we have been unable to resolve your complaint

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within 10 business days, we will inform you of the reason for the delay and specify a date when we will be in a position to finalise your complaint. During the initial review or investigation stage we may need to seek further clarification or documentation from you to assist us in resolving your complaint.

If we have sought clarification or additional documentation from you and we are waiting on you to provide this information, we may not be able to meet our 10 business day finalisation commitment. In such circumstances upon receipt of your clarification or additional documentation we will indicate to you when we expect to be able to finalise your complaint. Once we have finalised your complaint, we will advise you of our findings and any action we have taken. We will do this in writing, unless it has been mutually agreed that we can provide it to you verbally.

You have the right to make enquiries about the current status of your complaint at any time by contacting us.

This policy has been adapted from <http://www.afta.com.au/uploads/331/atas-complaint-handling-brochure.pdf>

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