

Complaints Handling Policy and Procedure



1. OBJECTIVE OF THE POLICY

Greenmount Press seeks to maintain and enhance our reputation of providing readers with high quality publications and services through our magazines, notably *The Australian Cottongrower*, *Australian Grain* and *Australian Sugarcane*. We value complaints as they assist us to improve our products, services and customer service.

Greenmount Press is committed to being responsive to the needs and concerns of our clients – including readers, advertisers, clients or potential clients – and to resolving complaints as soon as possible. This policy has been designed to provide guidance to both our clients and staff on the manner in which Greenmount Press receives and manages any complaint. We are committed to being consistent, fair and impartial when handling complaints.

The objective of this policy is to ensure:

- The client is aware of our complaint lodgement and handling processes,
- Both client and staff understand our complaints handling process,
- Complaints are investigated impartially with a balanced view of all information or evidence,
- We take reasonable steps to actively protect all personal information,
- Each complaint is considered on its merits taking into account individual circumstances and needs.

2. DEFINITION OF A COMPLAINT

In this policy a complaint means an expression of dissatisfaction by a client relating to any of our publications.

3. HOW A COMPLAINT CAN BE MADE

If a client is dissatisfied with a service provided by us, they should lodge a complaint with us in one of the following ways:

- By telephoning us on 07 4659 3555
- By writing to us – PO Box 766, Toowoomba Qld 4350
- By emailing us – mail@greenmountpress.com.au
- In person at 2 Kirk Street, Toowoomba, 4350

If we receive a complaint verbally and we consider it appropriate, we may ask the client to put the complaint in writing.

4. THE INFORMATION YOU WILL NEED TO TELL US

To help us investigate complaints quickly and efficiently we will ask for the following information:

- Name and contact details of the complainant;
- The publication to which the complaint relates;
- The name of any person at Greenmount Press with which the client has been dealing;
- The nature of the complaint;
- Details of any steps already taken to resolve the complaint;
- Details of conversations already had with us that may be relevant to the complaint;
- Copies of any documentation which supports the complaint.

5. HELP WHEN MAKING A COMPLAINT

The person receiving or managing the complaint should be able to provide any assistance which may be needed to make the complaint. However if you consider you need further assistance please contact: David Dowling 0437 000 234 or Lloyd O'Connell 0428 724 615

6. RECORDING COMPLAINTS

When taking a complaint, we will record the client's name and contact details. We will also record all details of the complaint including the facts and the cause/s of the complaint, the outcome and any actions taken following the investigation of the complaint. We will also record all dates and times 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 by management and rectification/remedial action taken to mitigate any identified issues.

If a complaint is lodged we will record personal information solely for the purposes of addressing the complaint. All personal details will actively be protected from disclosure, unless the client expressly consents to its disclosure.

Where a third party was involved, we may be required to speak with them to fully investigate the complaint.

7. FEEDBACK TO CUSTOMERS

Greenmount Press is committed to resolving the issues at the first point of contact, however, this will not be possible in all circumstances, in which case a more formal complaints process will be followed.

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

There may be circumstances during the initial review or investigation of the complaint where we may need to clarify certain aspects of the complaint or request additional documentation from the client. In such circumstances we will explain the purpose of seeking clarification or additional documentation and provide feedback on the status of the complaint at that time.

We are committed to resolving the complaint within 10 business days of the complaint being lodged but this may not always be possible on every occasion. Where we have been unable to resolve the complaint within 10 business days, we will inform the client of the reason for the delay and specify a date when we will be in a position to finalise the complaint.

During the initial review or investigation stage we may need to seek further clarification or documentation to assist us in resolving the complaint.

If we have sought clarification or additional documentation and we are waiting on this information, we may not be able to meet our 10 business day finalisation commitment. In such circumstances upon receipt of clarification or additional documentation we will indicate when we expect to be able to finalise the complaint.

Once we have finalised the complaint, we will advise the client 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 verbally.

The client has the right to make enquiries about the current status of their complaint at any time by contacting us.

8. OUR SIX POINT COMPLAINT PROCESS

- We acknowledge:

Within three business days of receiving the complaint we will acknowledge receipt of the complaint.

- We review:

We undertake an initial review of the complaint and determine what if any additional information or documentation may be required to complete an investigation. We may need to contact the client to clarify details or request additional information where necessary.

- We investigate:

Within 10 business days of receiving the complaint we will investigate the complaint objectively and impartially, by considering the information provided to us, our actions in relation to any dealings with us and any other information which may be available, that could assist us in investigating the complaint.

- We respond:

Following our investigation we will notify the client of our findings and any actions we may have taken in regards to the complaint.

- We take action:

Where appropriate we amend our business practices or policies. If necessary, we will publish a retraction and/or an apology in the next available publication.

- We record

We will record the complaint for continuous improvement process and monitoring through regular review, personal information will be recorded in accordance with relevant privacy legislation.

9. WHEN YOU COMPLAIN ABOUT ONE OF OUR EMPLOYEES

If the complaint concerns a member of our staff, we will treat that complaint confidentially, impartially and equally (giving equal treatment to all people). We will investigate the complaint thoroughly by finding out the relevant facts, speaking with the relevant people and verifying explanations where possible.

We will also treat our staff member objectively by:

- Informing them of any complaint about their performance,
- Providing them with an opportunity to explain the circumstances,
- Providing them with appropriate support,
- Updating them on the complaint investigation and the result

10. COMPLAINTS UNDER INVESTIGATION BY A REGULATOR OR LAW ENFORCEMENT AGENCY

If the complaint is currently being investigated by a relevant federal, state or territory consumer protection regulator or law enforcement agency we may cease to take further action in relation to your complaint pending finalisation of their investigation.

We will assist any agency with their investigations.

11. YOUR RIGHTS UNDER CONSUMER LAW

You reserve the right to refer your complaint to your relevant federal, state or territory consumer protection agency at any time.