



Handling Complaints Policy

July 2023

POLICY STATEMENT:

Whilst Helen & Joey Estate and Re'em Yarra Valley endeavours to minimise the need for complaints from clients or suppliers through providing quality services and demonstrating a commitment to doing the best we can at all times, complaints are nevertheless considered inevitable in any business.

Helen & Joey Estate and Re'em Yarra Valley believe the majority of complaints can in fact be converted into a satisfactory experience if dealt with in a prompt, understanding, professional, and friendly company manner.

PROCEDURES:

- a. When responding to a customer complaint by telephone or in person, a calm, understanding, and friendly manner must be maintained at all times.
- b. All complaints should be noted down with as much information as possible, to assist with resolving the complaint in a timely and professional manner. Ensure details taken include:
 - person's name and contact details
 - the nature of the complaint
 - description of complaint/details provided
 - team member/department to which the complaint should be referred
- c. Complaints should be managed to the extent possible by the initial person who receives the complaint by phone, in person, or in writing with the support of their Direct Manager if required. Should this not be possible due to the nature of the complaint or lack of experience, complaints should be directed to the relevant department leader. It is our intention to resolve all complaints as swiftly as possible so referring the customer to several departments (handballing) is not permitted.
- d. Under no circumstances should a Helen & Joey Estate and Re'em Yarra Valley team member treat a person making a complaint inappropriately by arguing, shouting, abusing, or otherwise allowing the conversation to become heated.



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- e. Every effort is to be made to come to a satisfactory outcome for the person making the complaint.
- f. Should a complaint be received by a team member while on site they should attempt to resolve it on the spot to the best of their ability.
- g. All team members are to ensure they effectively manage complaints, giving the highest level of priority to complaints received.