

sem.group

Complaints Handling Policy and Procedures

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1. Objective

SEM Group Australia seeks to maintain and enhance our reputation by providing you with high quality products and services. We value complaints as they assist us to improve our products, services and overall customer satisfaction.

We're committed to being responsive to the needs and concerns of our customers and we promise to resolve any complaints as quickly as possible.

This policy has been designed to provide guidance to both our customers and employees on the manner in which SEM Group Australia receives and manages your complain. We're committed to being consistent, fair and impartial when handling your complaints.

The objective of this policy is to ensure:

- 1.1 Both you and our representatives are aware of our complaint lodgement and handling processes.
- 1.2 Your complaint is investigated with an impartial, balanced view of all correspondence.
- 1.3 We take reasonable steps to actively protect your personal information
- 1.4 Your complaint is considered on its merits, taking into account individual circumstances.

2. Definition of a Complaint

In this policy, a complaint means an expression of dissatisfaction by a customer relating to a product or service provided by SEM Group Australia.

3. Definition of a Complaint

If you're dissatisfied with a service provided by us, you should in the first instance consider speaking directly with the staff member you have been dealing with. If you feel uncomfortable with this person or they have failed to resolve your concerns, you can lodge a complaint with us in one of the following ways.

Call us on 1300 085 077 / Send an email to admin@semgroupaus.com.au
Or by sending us a written letter to your closes SEM Group Branch.

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

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4. Information we may require

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 clarify details or request additional information where necessary. To help us investigate your complaint quickly and efficiently, we will ask you for the following information.

- 4.1 Your name and Contact Details
- 4.2 The name of the person you have been dealing with regarding your service
- 4.3 The nature of the complaint
- 4.4 Details of any steps you have already taken to resolve the complaint
- 4.5 Copies of any documentation/photos that support your complaint

5. Recording Complaints

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 of your 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 ongoing improvement plan, management will monitor complaints for any identifying trends and rectification/remedial action will be 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 clearly consent to its disclosure.

6. Feedback to customers

SEM Group Australia are committed to resolving your issues at the first point of contact, however, this will not be possible in all circumstances. In this case, a more formal complaints process will be followed.

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

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

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

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 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.

7. Our Six Point Complaint Process**7.1 Acknowledgement**

We will acknowledge receipt of your complaint within 3 Business Days of receiving it

7.2 Review

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

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7.3 Investigation

Within 10 Business Days, we will initiate an investigation into your complaint objectively by considering the information you have provided us, our actions in relation to your dealings with us, and any other information that may be available that could assist us in investigating your complaints.

7.4 Response

Following our Investigation, we will notify you of our findings and any actions we may have taken in regards to your complaint.

7.5 Take Action

Where appropriate, we will amend our business practices or policies.

7.6 Record

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

8. Complaints about Employees

If your complaint involves one of our team members or representatives, we will treat your complaint confidentially, impartially and equally (giving equal treatment to all parties). We will investigate your 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;

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

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9. Our Complaint Escalation Process

Where possible, we will attempt to resolve your complaint at the first point of contact with a Customer Service Officer. If we are unable to do this, we will undertake an investigation of your complaint and provide you with our findings.

If you are not satisfied with how your complaint has been handled or the resolution provided by our Customer Service Officers, you can request us to escalate the complaint to a relevant member of management.

If you are unsatisfied with how your complaint has been handled or the resolution provided by the Manager, you can request us to escalate the complaint to the Managing Directors. The Managing Directors will investigate your complaint, previous actions in regards to your complaint and take reasonable steps to resolve the complaint.