



CUSTOMER COMPLAINT POLICY

1.0 Aims and Objectives

This Customer Complaint Policy aims to:

- Provide a framework for ACE Load Testing Services employees to work with when handling Complaints from Customers.
- Ensure consistency within ACE Load Testing Services in handling and resolving Complaints from Customers and
- Support our commitment to provide quality products, services and customer service.

ACE Load Testing Services defines the term complaint as any expression of dissatisfaction or grievance made to any employee within the business by a Customer or member of the public with any product, service or conduct of ours.

Our objective is to resolve the vast majority of enquiries and complaints during the customer's first call. Our Branch Managers and General Manager have the training and authority to deal with most of the problems or enquiries, which customers may have "on the spot". The Company will stand behind agreements reached with customers by our Managers.

It may not always be possible to resolve a complaint on the first call, for example, because records have to be reviewed or enquiries made. Our objective is that complaints that cannot be resolved during the first call will be resolved within time frames agreed with the customer.

We are committed to continuous improvement of our customer service delivery. We recognise the opportunity afforded us to improve when a customer or member of the general public lodges a complaint.

Any customer complaint must be dealt with as a high priority. This is a performance metric for our Managers.

2.0 Lodgement of Complaints

All ACE Load Testing Services employees are charged with the responsibility to provide reasonable information and assistance to ensure that complaints are lodged effectively using our Non-Conformance form.

Providing customers with easy access and a point of contact to lodge a complaint is a fundamental element of our overall complaint policy. Complaints may be lodged by:

- Phone on 1800 800 831
- Email to: accounts@acelts.com.au
- In person at: 1/ 120 -122 Rodeo Drive, Dandenong South, Vic 3175
- Post to: The Business Manager, PO Box 1219 Surrey Hills North, Vic 3127.

Complaints will be acknowledged and customers will be advised of a Non- Conformance reference number that can be used to identify progress of their complaint. ACE Load Testing Services has established, and will continue to develop, quality processes for the efficient acknowledgement and processing of complaints.

3.0 Review of Policy

The Customer Complaint Policy is available for all staff to view and download from the ACE Load Testing Services central database server.

This Policy will be reviewed and monitored on a regular basis to ensure it remains current and practical to ACE Load Testing Services.

James Bolton

Business Manager