

## Complaints Policy and Procedure

### Policy Statement

EasyPC Training is committed to providing exceptional customer service. Whilst every effort is taken to provide exceptional customer service, occasionally errors are made. When something goes wrong, we need you to let us know as soon as possible. This will also help us to improve our customer service standards.

A complaints procedure has been set up for those customers who are dissatisfied in any way with EasyPC Training's service.

You have the right to make a complaint and have it investigated. EasyPC Training aims to learn from any mistakes and this complaints procedure is an important part of the continuous improvement cycle.

### How to complain

Firstly, raise your complaint with the member of staff responsible for the service about which you are complaining. If the matter is not resolved promptly or fully, then submit your complaint in writing to the Company Director at:

**Email:** [info@easypctraining.com.au](mailto:info@easypctraining.com.au) or

**Mail:** PO Box 154, Northgate, QLD, 4013

### What will happen next ?

1. EasyPC Training will send you a letter or reply email acknowledging receipt of your complaint **within 3 working days** of receiving it, enclosing a copy of this procedure.
2. EasyPC Training will then investigate your complaint. This will normally involve discussing your complaint to the most appropriate member of staff, who will review this complaint.
3. The Administration Manager will send you a detailed written reply to your complaint. Including any suggestions for resolving this matter, **within 21 working days** of sending the acknowledgement letter.
4. At this stage, if you are still not satisfied, you should contact us again and we will arrange for the Company Director to review the decision.
5. The Company Director will write to you **within 14 working days** of receiving your request for a review, confirming the final decision on your complaint and explaining our reasons.
6. If you are still not satisfied, you can then contact the Office of Fair Trading at:

**Web:** [www.fairtrading.qld.gov.au](http://www.fairtrading.qld.gov.au) or

**Phone:** 13 13 04