

1. Aims and Objectives

This Complaint Handling Policy aims to:

- provide a framework for Dowdens Group employees to work with when handling Complaints from Customers
- ensure consistency within the Dowdens Group in handling and resolving Complaints from Customers and
- support our commitment to provide quality products, services and customer service.

The Dowdens Group defines the term complaint as any expression of dissatisfaction or grievance made to any employee within the group 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 Customer Service Representatives have the training and authority to deal with most of the problems or enquiries, which customers may have "on the spot". Senior management will stand behind agreements reached with customers by our Customer Service Representatives.

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.

This Policy aligns with our Customer Service Policy and Customer Service Charter. If it is found a customer complaint has not been dealt with as a high priority the consequence will be disciplinary action.

2. Lodgement of Complaints

All Dowdens Group employees are charged with the responsibility to provide reasonable information and assistance to ensure that complaints are lodged effectively using our Multi Purpose Document (MPD).

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 (07)49694949, electronic mail to info@dowdens.com.au, fax to (07) 49694900, in person at 9-15 Industrial Street or by letter to The General Manager, PO Box 474, Mackay, Qld., 4740. Complaints will be acknowledged and customers will be advised of a reference number that can be used to identify progress of their complaint.

The Dowdens Group has established, and will continue to develop, quality processes for the efficient acknowledgement and processing of complaints.

3. Review of Policy

The Customer Complaint Policy is available for staff to view and download from the Intranet or from the Administration Manager. This policy will be reviewed and monitored on a regular basis to ensure it remains current and practical to Dowdens Group requirements.



Steven Dowden
General Manager