

CoffeeVille complaints policy and procedures

Purpose	The purpose of this policy is to ensure the management of complaints is carried out consistently, fairly and transparently and in accordance with organisational requirements.
Scope	The scope of this policy covers the management of customer complaints by employees and contractors of CoffeeVille
Resources	Specific procedures for the implementation of this policy are available below and on the company intranet.
Responsibility	Responsibility for the implementation of this policy rests with employees and management of CoffeeVille, with responsibility for managing customer complaints.
Relevant legislation, etc.	<i>Privacy Act 1998 (Cwlth)</i> <i>Equal Opportunity Act 2010 (VIC)</i> <i>Competition and Consumer Act 2010 (Cwlth)</i> <i>Occupational Health and Safety Act 2004 (VIC).</i>
Updated/ authorised	02/2018 – John Doe CFO

Managing complaints

1. Greet the customer courteously and give them your name.
2. Never argue with the customer.
3. Apologise for any product fault or poor service. Be sympathetic. Thank the customer for bringing the complaint to your attention.
4. Listen fully to what the customer is saying. Try to gather all the facts about the complaint and jot them down. Ask questions and summarise what they are saying.
5. When you have all the details about the complaint, ask the customer how they would like it to be resolved. Always suggest replacements or credit notes over refunds, and discuss product options to suit customer's needs.
6. Refunds and discounts must be within your authority to offer. Request authorisation from the Sales and Customer Service Manager for amounts above your delegated authority.
7. Offer a 10% discount on subsequent orders to maintain customer relationship.
8. Complaints involving damage to other property are covered by our insurance. Help the customer to complete the claims form and ask if the customer can obtain quotes for repairs.

9. All complaints involving injury must be referred to the Sales and Customer Service Manager. Agree on a suitable time for the Sales and Customer Service Manager to call the customer.
10. Any complaint that is not covered in the above procedures must be directed to the Sales and Customer Service Manager. Agree on a time for the Sales and Customer Service Manager to call the customer.
11. At end of complaint, summarise complaint and how you commit to resolving the complaint. Gain customer agreement.
12. Submit notes on complaint to manager:
 - a. nature of complaint
 - b. resolution of complaint
 - c. feedback notes.