



## Customer Feedback Policy

### Terms and Conditions

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Unless the context otherwise requires the following definitions will apply in this document:

<b>Complainant</b>	means any person making a Complaint.
<b>Complaint</b>	means an expression of dissatisfaction made to Australian Linen Supply related to its products or services or the complaints handling process itself where a response or resolution is explicitly or implicitly expected.
<b>Complaints Officer</b>	means a person with overall responsibility for the implementation of the complaints handling process, which is currently the Trade Practices Compliance Officer.
<b>Customer</b>	means any organisation or person that buys a product or service.
<b>Customer Satisfaction</b>	means a customer's perception of the degree to which the customer's requirements have been fulfilled.
<b>Customer Service</b>	means the interaction of Australian Linen Supply with the Customer throughout the life cycle of the product or service.
<b>Feedback</b>	means opinions, comments and expressions of interest in the products, services or the complaints handling process.
<b>Objectives</b>	means something sought or aimed for in relation to complaints handling as set out in this policy.
<b>Policy</b>	means the overall intentions and direction of Australian Linen Supply in relation to customer feedback as set out in this policy.

## **OBJECTIVES**

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Australian Linen Supply is actively committed to providing an effective and efficient complaint handling process and welcomes feedback from all its stakeholders. This Policy provides guidance to customers on the complaints handling process in relation to products, services, conduct, policies and procedures provided by Australian Linen Supply.

The objectives of this Policy are to:

- enhance customer satisfaction by:
  - promoting a customer-focused environment that is open to feedback (particularly complaints),
  - resolving any complaints received, and
  - enhancing Australian Linen Supply's ability to improve its product and customer service;
- recognise and address the needs and expectations of Complainants;
- provide Complainants with an open, effective and user-friendly complaints process;
- analyse and evaluate Complaints in order to improve Australian Linen Supply's product quality and customer service quality;
- foster top management commitment to complaints handling through adequate acquisition and deployment of resources (including personnel training);
- provide audits of complaints handling processes in order to assess the effectiveness and efficiency of the Complaint handling process;
- ensure Complaints are dealt with fairly and expeditiously and that the data extracted from the Complaints received is accurate and useful for reporting and business investment purposes.

This Policy:

- is not intended to change any rights or obligations available to customers by applicable laws and regulations;
- is not applicable to disputes referred for resolution outside Australian Linen Supply or for employment-related disputes;
- should be read in conjunction with other relevant governmental policies and programs and is subject to relevant legislation regulating the manner in which information is collected, stored, disclosed and destroyed.

## **GUIDELINES**

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In this Policy Australian Linen Supply aims to promote uniform procedures and minimum standards in order to ensure both clients and personnel have confidence that the complaint handling process will be fair, transparent, consistent and effective.

The following guidelines are used for the handling of customer feedback:

### **Complaints Procedures**

#### **1. How can Complaints be made?**

- (a) All Complainants are afforded the opportunity to raise a Complaint with Australian Linen Supply directly. Generally, prior to dealing with any Complaints Australian Linen Supply requires that a Complainant complete the Customer Complaint Form and arrange to have it lodged with us. To access the Customer Complaint Form. Please see point 2 below "where Complaints can be made?".
- (b) Australian Linen Supply strives to ensure that no Complainants are disadvantaged. If you require assistance in completing the Customer Complaint Form (i.e due to language difficulties or visibility impairment) please let us know and we will arrange to provide assistance (at our discretion), to you.

## **2. Where can Complaints be made?**

Customers wishing to make a Complaint can access this Policy and the Australian Linen Supply Customer Complaint Form from:

Our website: [www.als.net.au](http://www.als.net.au). Click on the link "Feedback / Complaints" to download a copy of this Policy and Customer Complaint Form

Alternatively customers may make a Complaint or request a copy of this Policy or the Customer Complaint Form by:

Telephone to:

Complaints Officer  
(02) 9605 5745

Post: Complaints Officer  
Australian Linen Supply  
65 Williamson Road  
INGLEBURN NSW 2565

Other: Please advise Australian Linen Supply if special arrangements are required (i.e Australian Linen Supply may provide interpreters and/or cross-culturally trained staff for your assistance).

If you require further information in relation to this policy please feel free to contact us.

## **3. How do I know that Australian Linen Supply have received my Complaint?**

- (a) Australian Linen Supply will acknowledge receipt of each Complaint to the Complainant immediately. If you do not receive an acknowledgment within 24 hours of sending your Complaint please let us know.
- (b) The recipient (generally state sales representative) of the Complaint will record details of each Complaint on a Customer Complaint Form (if not already completed by a Complainant).
- (c) Customers will be at all times treated with courtesy and be kept informed of the progress of their Complaint throughout the complaint handling process.
- (d) Customers may request an update of the status of their Complaint at any time during the complaints handling process.

## **4. How are Complaints handled?**

- (a) The completed Customer Complaint Form and accompanying documentation will be sent to the Complaints Officer.

- (b) Complaints will be assessed and addressed promptly in accordance with their urgency, severity, safety implication, complexity, impact and the need and possibility of immediate action. All serious complaints will be immediately directed to the state sales representative for handling.
- (c) The Complaints Officer will assign each Complaint to an Action Officer. The Action Officer will generally be the relevant state representative unless there is a more appropriate person to respond. Customers will be entitled to access the relevant Action Officer (or Complaints Officer as relevant) in order to be advised of progress of their Complaint.
- (d) Each Complaint will be investigated with reference to all the relevant circumstances and information surrounding the Complaint. The level of investigation will be commensurate with the seriousness, frequency of occurrence and severity of the Complaint.
- (e) The Action Officer or Complaints Officer will contact the Complainant to advise of progress of the review of Complaint within 72 hours of notification of a Complaint.
- (f) The Action Officer (or Complaints Officer) will be responsible for communicating with the Complainant:
  - (i) confirmation of the nature of the Complaint; and
  - (ii) what action is being taken to investigate the Complaint; and
  - (iii) confirmation of what the Complainant wants to achieve in resolving the dispute and how it could be resolved with Australian Linen Supply.
- (g) The Action Officer, where possible, will work with the Complaints Officer to resolve the Complaint in a reasonable timeframe. This timeframe will be determined on a case-by-case basis. The Complainant is entitled to be informed of any timeframes that the Complaints Officer may place on the investigation of the Complaint.
- (h) As a result of the discussions with the Complainant and any further investigation, the Action Officer or Complaint Officer will be able to inform the Complainant whether:
  - (i) the Complaint is resolved; or
  - (ii) the Complaint is unresolved and further action is required.
- (i) Where further action does not satisfy a Complaint the Complainant is entitled to be informed of alternative forms of internal and external recourse that may be available. Australian Linen Supply will use all reasonable endeavours to assist the Complainant in exhausting all internal and external measures in order to satisfy a Complaint.
- (j) Upon resolution of a Complaint the Complaint Officer will be required to complete the Complaint Follow Up Form and notify findings to the Complainant. All communication in relation to the resolution of a Complaint must have the approval of the Complaints Officer.
- (k) If requested, the Action Officer (or Complaints Officer) will provide a written report of its findings to the Complainant.

## **5. How are Complaints monitored?**

The Complaints Officer will prepare a summary report on the performance of the Complaints handling system. The report is to be provided to the Australian Linen Supply General Manager on the third week of each month in order to assess overall compliance with this Policy.

## **Compliments Procedures**

Australian Linen Supply welcomes compliments by stakeholders. Compliments may be communicated to Australian Linen Supply in a similar fashion as complaints.

## **Other Information**

Other factors to note about this Policy:

### **1. Accessibility**

This Policy will be made available online at our web-site [www.confidentcare.com.au](http://www.confidentcare.com.au) and also at request by customers so that the complaint-handling process is easily accessible to all customers.

### **2. Objectivity**

Australian Linen Supply will address each Complaint in an equitable, objective and unbiased manner through the Complaints handling process.

### **3. Review Charges**

Access to the complaints handling process is free of charge.

### **4. Confidentiality**

Personally identifiable information concerning the Complainant should be available where required but only for the purpose of addressing the Complaint within the organisation and will be actively protected from disclosure unless the Complainant expressly consents to its disclosure.

In addition Australian Linen Supply is bound by its obligations under the following legislation (without limitation):

- Anti-Discrimination Act 1977 (NSW)
- Freedom of Information Act 1989 (NSW)
- Protected Disclosures Act 1994 (NSW)
- Privacy and Personal Information Protection Act 1998 (NSW)
- State Records Act 1998 (NSW)
- Privacy Amendment (Private Sector) Act 2000 (Cth).

### **5. Customer focused approach**

Australian Linen Supply is a customer focused business. We welcome all feedback, including complaints and compliments. Customer feedback in the form of compliments or complaints helps us to identify things we need to improve or change and also the things we do well. We are committed to the resolving of Complaints promptly, fairly and confidentially.