

Complaints Handling Procedure

Introduction

SmartyHost regards customer service as of paramount importance and we endeavour to provide the highest level of customer service. This extends to how we handle customer complaints.

SmartyHost wants to know if customers are satisfied with the products and services we provide, and we welcome feedback as an opportunity to improve our services, systems and processes.

This statement outlines the SmartyHost customer complaints handling procedure for our products and services.

Complaints handling at SmartyHost

SmartyHost is committed to resolving unsatisfactory performance and aims to provide an efficient and fair process for handling customer complaints.

The SmartyHost Customer Service Centre is the main point of contact within SmartyHost whether you wish to register a complaint or you are seeking further information about SmartyHost products and services.

To contact SmartyHost Customer Service, please call us on: 1300 721 465 or email: sales@smartyhost.com.au.

Each person you deal with from the SmartyHost Customer Service Centre will receive complaints in a professional and courteous manner.

We aim to resolve most enquiries and complaints during the customer's first point of contact with SmartyHost, either via a phone call or email exchange. Our Customer Service Representatives have the training and authority to deal with most problems or enquiries 'then and there'.

It may not always be possible to resolve a complaint on the first point of contact; for example, because further investigation is required, records need to be reviewed or enquiries made with other SmartyHost team members. If a complaint cannot be resolved during the first contact, our objective is to resolve the complaint within a time frame agreed with the customer.

Escalation procedure

If you are not satisfied with the way in which the Customer Service Representative has handled your complaint, you can request the matter be escalated to a supervisor. The supervisor will deal with you personally and not pass messages through other team members. Where you have raised a matter with a supervisor, the supervisor will aim to resolve the complaint as soon as possible and within a timeframe agreed with you.

If you are not satisfied with the supervisor's handling of the complaint, you can request that more senior SmartyHost personnel review the complaint.