



Policy for Handling Customer Complaints

- 1. Create a customer complaints log within job in ibodyshop. Must record all customer complaints received. The log should include a description of the complaint and person handling complaint. All customer complaints to be taken seriously.**
- 2. Respond quickly: Respond to customer complaints quickly and courteously. Acknowledge the customer's complaint and let them know that it is being addressed ASAP.**
- 3. Investigate the complaint: Carefully investigate the customer's complaint and determine the facts of the situation. Refer to assessor if required or unable to rectify for customer.**
- 4. Resolve the complaint: Resolve the customer's complaint in a timely manner. If the complaint is valid, offer a resolution that is satisfactory to the customer.**
- 5. Follow up: Follow up with the customer after the complaint has been resolved to ensure that their issue has been addressed.**
- 6. Always complete notes in job in iBodyshop when actions are done.**