



QUALITY MANAGEMENT PROCEDURE

Complaints Handling Policy

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1. Purpose

AIS seeks to maintain and enhance our reputation of providing customers with high quality products and services. We value complaints as they assist AIS to improve our products, services and customer service. This policy has been designed to provide guidance to both our customers and staff on the manner in which AIS receives and manages complaints.

AIS is committed to being consistent, fair and impartial when handling complaints and is committed to being responsive to the needs and concerns of our customers or potential customers and to resolving a complaint as quickly as possible.

2. Scope

The scope of this policy is to:

- Create awareness of the complaint lodgment and handling process,
- Investigate impartially with a balanced view of all information and evidence,
- Take reasonable steps to actively protect your personal information,
- Ensure complaints are considered on its merit taking into account individual circumstances and needs.

3. Definitions

In this policy a complaint means an expression of dissatisfaction by a customer relating to interlock products or services provided by AIS or its appointed service centers.

4. How a Complaint Can Be Made

If you are dissatisfied with the products or services provided by AIS or it's appointed service centers you should immediately advise AIS. You can lodge your complaints with us in one of the following ways.

4.1 Website

By completing a Feedback form on our website www.affordableinterlocks.com.au

4.2 Telephone

By telephoning AIS on our toll-free number 1800-252-656

4.3 Writing

You may wish to write to us. The address is PO Box 8753, Gold Coast MC, Qld 9726

4.4 Emailing

By emailing AIS on inquiries@affordableinterlocks.com.au

4.5 Verbally

If we receive your complaint verbally and consider it appropriate, we may ask that the complaint be made in writing, by using a method described above.

5. Information to Be Provided

When investigating a complaint AIS will need to reply on information provided by you and information which AIS may already be holding. AIS may also need to contact you to clarify details or request additional information where necessary. To help AIS investigate your complaint quickly and efficiently we may ask for the following information;

- Your name and contact details,
- The name of the person you have been dealing with about your interlock product or service,
- The nature of the complaint,
- Details of any steps you have already taken to resolve the complaint,
- Details of any conversations you may have had with us that may be relevant to your complaint
- Copies of any documentation which supports your complaint.

6. Recording Your Complaint

When taking a complaint, we will record your name and contact details. We will also record all details of your complaint including facts and the cause/s of your complaint, the outcome and any actions taken following the investigation of your complaint. We will also record all dates and times relating to actions taken to resolve the complaint and communication between us.

6.1 Improvement Plan

As part of our on-going improvement plan, complaints will be monitored for any identifying trends by management and rectification / remedial action taken to mitigate any identified issues. Refer Corrective and Preventative Action Form (AIS-FRM-L-005)

6.2 Privacy

If you lodge a complaint, we will record your personal information solely for the purposes of addressing your complaint. Your personal details will actively be protected from disclosure unless you expressly consent to its disclosure. Where a third-party supplier such as our service center was involved in the provision of product or services to you, we may be required to speak with them to fully investigate your complaint. Refer Privacy Policy (AIS-POL-L-008)

7. Feedback to Customers

AIS is committed to resolving issue at the first point of contact, however, this will not be possible in all circumstances, in which case a more formal complaints process will be followed.

AIS will acknowledge receipt of your complaint within 24 business hours. Once your complaint has been received, we will undertake an initial review of your complaint. There may be circumstances during the initial review or investigation of your complaint where we may need to clarify certain aspects of your complaint or request additional documentation from you. In such circumstances we will explain the purpose of seeking clarification or additional documentation and provide you with feedback on the status of your complaint at that time.

8. Finalising Your Complaint

AIS is committed to resolving complaints within 10 business days or sooner after lodging your complaint, however this may not always be possible on every occasion. Where AIS has been unable to resolve your complaint within 10 business days, we will inform you of the reason for the delay and specify a date when we will be in a position to finalise your complaint.

If we have sought clarification or additional documentation from you and we are waiting on you to provide this information we may not be able to meet our 10-business day finalization commitment. In such circumstances upon receipt of your clarification or additional documentation we will indicate to you when we expect to be able to finalise your complaint.

9. Regulatory or Law Enforcement Agency

If your complaint is currently being investigated by a relevant federal, state or territory regulator or agency we may cease further action in relation to your complaint pending finalization of their investigation. We will assist any agency with their investigations.

10. Complaint Escalation Process

Where possible AIS will attempt to resolve your complaint at the first point of contact with you. If we are unable to resolve your complaint at the first point of contact, we will undertake an investigation of your complaint and provide you with our findings.

If you are not satisfied with how your complaint has been handled or the resolution provided by AIS you can request us to escalate your complaint to AIS, ACS or relevant federal, state or territory regulator or agency. The following are suggested escalation protocols. Refer Customer Complaint Flowchart (AIS-FLW-P-005)

- Customer Service Manager
- AIS Director
- ACS (Canadian Supplier)
- TfNSW
- Arbitration



10.1 Your Rights Under Consumer Law

You reserve the right to refer your complaint to your relevant federal, state or territory consumer protection agency at any time.

11. References

- Corrective and Preventative Action Form (AIS-FRM-L-005)
- Privacy Policy (AIS-POL-L-008)
- Customer Complaint (AIS-FLW-P-005)