



Creativity unlimited

### **Complaints Policy**

S&S Wholesale Pty Ltd is committed to handling complaints quickly, fairly and confidentially to ensure minimal distress for the complainant and maximum protection for all parties involved. S&S Wholesale welcomes both positive and negative feedback from participants as it provides an opportunity to review and improve policies and methods.

This policy covers all persons who attend a workshop hosted by S&S Wholesale Pty Ltd.

For this policy, a complaint is defined as an issue that cannot be addressed using the evaluation forms as it may be inappropriate, sensitive or uncomfortable.

### **Complaint Procedure**

Any complaints must be made in writing with a return address to;

The Marketing Manager

S&S Wholesale Pty Ltd

P.O Box 81

Thornleigh NSW 2120

Any complaint or grievance must be made within 6 months and must (if possible) state the name, time and date of the class and the tutor teaching the class. The applicant must identify the reason(s) for the complaint and be as specific as possible about the details.

Anonymous complaints are accepted by S&S Wholesale with the Managing Director determining whether further action will be taken. As with formal complaints, anonymous complaints will be recorded and documented. There are no fees for lodging a complaint

### **Review**

Reviews of any complaints will be conducted internally by S&S Wholesale Pty Ltd. Reviews will be completed as soon as practically possible but will be conducted within 60 days of the complaint being received. Any person making a complaint will be advised of the outcome and/or findings within 14 days of the review being conducted. Complainants will be advised of the receipt of their complaint.

All complaints will be referred to the Managing Director and every stage of the process will be registered and documented. The Managing Director will make a determination on the evidence available and will notify the complainant of the outcome. The Managing Director will also ensure that any outcomes are implemented fully and documented.

### **Result of a Review**

As a result of a review regarding a complaint, S&S Wholesale Pty Ltd may undertake one or more of the following;

- A) Take no further action on the matter
  - B) Issue a formal apology
  - C) Provide assurances that it will not happen again
  - D) Undertake remedial action appropriate to the circumstances
  - E) Implement measures to ensure the chances of such a circumstance occurring in the future are greatly reduced
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