

Ecoult Complaints Handling Procedure



Policy

We will:

- Receive complaints in writing by email or letter
- Resolve your complaint as soon as reasonably possible
- Deal with your complaints professionally, efficiently and fairly
- Keep you advised of progress or changes
- Learn from your feedback and improve our relationships with our stakeholders
- Treat all stakeholders with courtesy and respect.

Handling a Complaint

When we receive a complaint, we will:

- Register it assign it to an officer to arrange investigation, action and resolution
- Acknowledge your complaint as promptly as possible and identify the assigned officer
- Subsequently provide a response within 20 business days.

If you are dissatisfied with our decision about your complaint you can ask for reconsideration by a higher level of our management.

Your Responsibilities

To help us respond to your complaint, it is your responsibility:

- To clearly identify the issues of complaint and to provide all relevant supporting information and documents
- Where possible, to let us know what kind of result or outcome you are hoping to achieve
- To advise us promptly if recent circumstances change your need for a complaint to be assessed
- To treat our staff with courtesy and respect.

You may contact us in one of the following ways:

Email: info@ecoult.com
Telephone: +61 2 9241 3001
Mail: Smart Storage Pty Ltd (trading as Ecoult)
Suite 402, Grafton Bond Building,
201 Kent Street, Sydney, NSW 2000
AUSTRALIA