

What is a complaint?

A complaint is an expression of dissatisfaction made to James Bennett in regard to the products and services we provide.

There will be instances where a customer wants to bring something to our attention that is not a complaint. An Issue Reporting System is maintained within Customer and Order Services for this purpose.

A customer is the most important visitor on our premises. He is not dependent on us. We are dependent on him. He is not an interruption of our work. He is the purpose of it. He is not an outsider to our business. He is part of it. We are not doing him a favour by serving him. He is doing us a favour by giving us the opportunity to do so.

Mahatma Gandhi

Communications

Information concerning the complaints handling process is readily available to all customers. Sales, Customer Service and other staff who deal directly with customers must report all complaints to management and QA for review and action.

Receipt and Acknowledgement

Upon receipt of the initial complaint, we will internally document the concern. Within 24 hours, we will respond and acknowledge receipt of the issue raised and in cases where we cannot give an immediate full resolution, we will commit to providing a more detailed response within a reasonable timeframe.

Initial assessment

After receipt, the complaint will be assessed for validity and if found to be valid for severity, complexity, impact and the need for immediate action. This assessment will determine WHO shall deal with the issue within James Bennett.

Investigation and Resolve

Every reasonable effort will be made to investigate all the relevant circumstances. Action will be taken in accordance to the severity and frequency of occurrence of the complaint.

Response to customer

Once the investigation is complete, the customer will be advised of what action has been taken or is proposed to correct the problem and prevent it happening in the future.

Close the complaint

The complaint will be monitored until action is taken or until all reasonable recourse is exhausted. A full documentation trail will be created and retained as part of the Quality System.

Complaint monitoring and review

Quality Assurance provides a framework for recording, monitoring and reviewing the adequacy of the complaints handling process. The effectiveness of our complaint handling process is reviewed by the Managing Director as part of our commitment to continual improvement and our commitment to providing solutions.

Management commitment

The principles for objectivity in dealing with complaints includes:

- **Openness.** Complaints are encouraged as they present us with an opportunity to fix concerns and deliver solutions. Our process is clearly documented so that it can be understood and used as needed.
- **Impartiality.** Emphasis is placed on solving problems and not assigning blame.
- **Confidentiality.** Complaints are treated in confidence and customers should not fear discrimination or retribution for reporting concerns. However, confidentiality cannot be used as an excuse to avoid dealing with a complaint.
- **Accessibility.** A complaint can be made at any time by any customer or raised by a member of staff where they perceive a problem.
- **Completeness.** It is important that both sides of the issue are reviewed. Finding out relevant facts and establishing common ground is in the interest of both parties.
- **Equitability.** There is equal treatment of all concerned when investigating a complaint.
- **Sensitivity.** Each complaint is considered on its merits, paying due care to individual needs and differences.

Please use the **Contact Us** facility on the Web page, or contact your Sales Representative or Customer Co-ordinator if you have any concerns. For convenience, just use the email address below.

Our goal is to be the supplier of choice, exceeding customer expectations and achieving distinction in an ever changing and challenging knowledge services environment.

Email: info@bennett.com.au