







Customer Complaints Policy








It is the policy of Vertech Group and its business units to handle customer complaints with professional service of the highest possible standard. Vertech Group recognises that complaints are an opportunity to improve service and its reputation through growing a customer focused approach to business.

As part of our commitment to handling customer complaints we ensure:

-  Sensitivity and objectivity to complaints, complainant background and opinion.
-  Customer complaints are resolved internally at the highest priority.
-  Customer expectations through complaint resolution are met to the best of our ability.
-  Complaint review and analysis to prevent recurrence.
-  Positive relationships are developed and maintained with the customer.
-  Top management involvement and commitment through adequate acquisition and deployment of resources including personnel training when resolving complaints.

Vertech Group understands that resolving customer complaints can improve the relationship with external entities through:

-  Providing the complainant with access to an open and responsible complaints handling process.
-  Enhancing the ability of the organisation to resolve complaints in a consistent, systematic, and responsive manner, to the satisfaction of the complainant and the organisation.
-  Enhance the ability of an organisation to identify trends and eliminate causes of complaints and improve the organisation's operations.
-  Help an organisation create a customer focused approach to resolving complaints and encourage personnel to improve their skills in working with customers.
-  Provide a basis for continual review and analysis of the complaints-handling process, the resolution of complaints and process improvements made.

A handwritten signature in black ink, appearing to read 'Tom Brennan'.

Tom Brennan – Managing Director
Vertech Group Pty Ltd