

Complaints, Criticisms & Compliments Policy

STANDARD COMPLAINTS, CRITICISMS & COMPLIMENTS POLICY CONDITIONS

Australian Psyenholotry Association ABN. 45 145 806 882 is dedicated to providing excellent customer service and maintaining a healthy customer relationship at all levels. We have a Complaints Policy to ensure all complaints are handled as efficiently and effectively as possible. As a customer of ours, you are entitled to make a complaint to us. The following outlines our policy and procedures for the handling of verbal and written complaints. Summary: We want to resolve your complaints as soon as possible. Please call our customer service and we'll do our best to fix any problems you may be having with our service, as soon as possible.

Our Responsibilities

- To provide an efficient, fair and structured mechanism for handling complaints.
- To provide our customers with access to the complaints handling process, including those customers with disabilities and special needs.
- To keep customers informed as to the progress of their complaint and the expected timeframe for resolution.
- Quarterly to review our complaints so that we can improve our standard of customer service. Handling Your Complaint:
- Upon receiving a complaint, we will acknowledge your matter via telephone or in writing within 2 business days.
- If your complaint is urgent, such as where you have been accepted by us as undergoing financial hardship under our financial hardship policy, where your service is about to be disconnected, or where you are receiving Priority Assistance (for example, for medical reasons) we will prioritise your complaint and attempt to resolve it within 2 working days. If we cannot, we will explain why and the reasons for taking longer.
- We will keep you informed of the progress of your complaint, proposed actions and the expected timeframe for resolution.
- Our aim is to resolve complaints in a timely manner and we will generally resolve a matter within 30 calendar days.
- Complex complaints may take longer than 30 calendar days to resolve. In these cases, we will regularly update you on the progress and likely timeframe for resolution.
- We will advise you of the outcome of your complaint. Where you have requested us to do so, we will advise you in writing.

Steps to Handling Your Complaint.

Step One

If you have a complaint regarding any aspect of your dealings with Australian Psyenholotry Association, we urge you to telephone our Customer Service in the first instance on either (08) 8277 6362 or 0478 505 970. Our objective is to resolve the vast majority of enquiries or complaints during your first contact with us. If you prefer to put your complaint via email, we will respond to your email and will confirm any details in writing if you request us to do so. Our email address is: complaints.ezut@gmail.com If you wish to appoint an advocate of authorised representative to lodge the complaint, criticism or complement then please [download and fill out the form \(Complaint ADVOCATE authority. PDF\)](#) authorising them to act on your behalf.



Step Two

Complaints made to Australian Psychology Association, are overseen by our customer service management at ELI Systems Group Administration ABN 24 742 894 252. After a complaint is made, if it is not immediately resolved, we may need to investigate it. This process may take 15 Business Days, or longer (in which case we will update you with a reason for the delay and the expected timeframe). If you are not satisfied with the response tendered to you, you may ask Customer Service Management to escalate your complaint to senior management directly. If so, we will try to make a senior management representative available to address the complaint as soon as possible.

Step Three

When your complaint is resolved, we will confirm this with you within 10 business days. You can lodge an official complaint with regulatory bodies however. If you believe that we are in breach of our stated procedure, please proceed to the following regulatory bodies:

- Australian Competition and Consumer Commission <https://www.accc.gov.au/>
- Australian Government - Business <https://www.business.gov.au/info/run/fair-trading>
- Fair Trade Australia & New Zealand http://fairtrade.com.au/en-au/what-is-fairtrade?gclid=EAlaQobChMIts_BvOGm1gIVliy9Ch3TXwPOEAAAYASAAEgLn9vD_BwE

Trading and Contact Address: 12 Beta Crescent, Panorama, South Australia, AUSTRALIA 5041.

Business Telephone: (08) 8277 6362

Business e-Mail: cd.quin.ezut@gmail.com

