

## hey dee ho P/L Feedback Policy

hey dee ho PL is committed to providing an efficient and responsive service to all our clients. While every effort is taken to meet the high standards expected of us, sometimes things can still go wrong. When this occurs we need to be informed so that every effort can be made to put things right and prevent further shortcomings in the future. One of the ways in which we are committed to this and to continuing to improve our service to you and others, is by listening and responding to your complaints, compliments and comments.

### Compliments

We hope there will be times when we exceed your expectations and you want to share the positive experience you have had with us. We are always pleased to receive your positive comments as it is useful for us to know when we have done a good job so that we can promote good practice throughout our organisation and give credit to our people where credit is due.

### Complaints

We want to provide you with the best possible experience and be fully satisfied with the products and services you receive from hey dee ho PL. If you are not and have a complaint, then we want you to tell us as soon as possible.

We will:

- Acknowledge your complaint within 2 working days
- Investigate it and respond as quickly as possible with a target of responding within 10 working days
- If it is not possible to respond to your issue within 10 working days we will explain why and give you a date by which you can expect a full response
- When we contact you, we will also advise you what to do if you are not satisfied with our response

### Comments

You may want to pass comments to us about things like our products, services, website etc. We are always pleased to receive these comments as they help to guide and enhance our offerings.

All feedback provided will be recorded within our customer feedback recording system, will be treated confidentially and in line with hey dee ho's privacy policy. It will be reviewed and monitored monthly by management, to identify and implement improvements for our stakeholders.

How to give us your feedback

- Telephone: Adam Isaacs or Jenny Wilkinson on 1300 139 631
- Email: [info@heydeeho.com.au](mailto:info@heydeeho.com.au)
- Write to hey dee ho PL Shop 2 Number 1 Heversham Drive Seaford VIC 3198

### **Information that would help us to deal with your feedback**

In order to respond to your feedback, please provide as much of the following information as possible when you contact us

- Title, Name and Company Name if appropriate
- Postcode
- Telephone Number (including dialling code)
- Email Address
- Type of feedback:
  - Compliment
  - Complaint (first complaint or a follow up to a reply you were not satisfied with)
  - Comment & a clear description of the feedback

Please inform us if you would like this information provided in a different language.

