



Complaint Handling Procedure

1. Objective of the Policy

The Laptop Man Pty Ltd seeks to maintain and enhance our reputation of providing you with high quality products and services. We value complaints as they assist us to improve our products, services and customer service. We are committed to being responsive to the needs and concerns of our customers or potential customers and to resolving your complaint as quickly as possible. This policy has been designed to provide guidance to both our customers and staff on the way The Laptop Man receives and manages your complaint. We are committed to being consistent, fair and impartial when handling your complaint. The objective of this policy is to ensure:

- You are aware of, and understand, our complaint lodgement and handling processes,
- Your complaint is investigated impartially with a balanced view of all information or evidence,
- We take reasonable steps to actively protect your personal information,

2. Definition of a complaint

In this policy a complaint means an expression of dissatisfaction by a customer relating to a service provided by us

3. How a complaint can be made

If you are dissatisfied with a service provided by us, you can lodge a complaint with us in one of the following ways:

- By completing a feedback form on our website www.TheLaptopMan.net.au/contact/
- By phoning us on (07) 4953 4580
- By writing to us at PO Box 1604, Mackay, QLD, 4740
- By emailing us at info@thelaptopman.com.au
- In person by speaking to any of our staff. If we receive your complaint verbally and we consider it appropriate, we may ask you to put your complaint in writing.

4. Information required when making a complaint

When we are investigating your complaint, we will be relying on information provided by you and information we may already be holding. To help us investigate your complaint quickly and efficiently we will ask you for the following information:

- Your name and contact details,
- The name of the person you have been dealing with about your service,
- The nature of the complaint,
- Details of any steps you have already taken to resolve the complaint,
- Details of conversations you may have had with us that may be relevant to your complaint,
- Copies of any documentation which supports your complaint.

5. Complaints about our employees

If you complain about a member of our staff, we will treat your complaint confidentially, impartially and equally. We will investigate your complaint thoroughly by finding out the relevant facts, speaking with the relevant people and verifying explanations where possible. We will also treat our staff member objectively by:

- Informing them of any complaint about their performance,
- Providing them with an opportunity to explain the circumstances,
- Providing them with appropriate support,
- Updating them on the complaint investigation and the result.

6. Feedback to customers

The Laptop Man is committed to resolving your issues at the first point of contact, however, this may not always be possible, in which case a more formal complaints process will be followed.

We will acknowledge receipt of your complaint within three 3 business days.

Once your complaint has been received, we will undertake an initial review of your complaint and there may be circumstances where we may need to clarify certain aspects of your complaint or request additional documentation from you. In such circumstances we will explain the purpose of this requirement and provide you with feedback on the status of your complaint at that time.

We are committed to resolving your complaint within 10 business days of you lodging your complaint, however, this may not always be possible on every occasion. Where we have been unable to resolve your complaint within 10 business days, we will inform you of the reason for the delay and specify a date when we will be able to finalise your complaint.

If we have sought clarification or additional documentation from you and we are waiting on you to provide this information, we may not be able to meet our 10-business day finalisation commitment. In such circumstances, upon receipt of your clarification or additional documentation, we will indicate to you when we expect to be able to finalise your complaint.

Once we have finalised your complaint, we will advise you in writing of our findings and any action we have taken. You have the right to make enquiries about the status of your complaint at any time by contacting us on the details provide above.

7. Complaint escalation process

Where possible, we will attempt to resolve your complaint at the first point of contact. If we are unable to resolve your complaint at the first point of contact, we will undertake an investigation of your complaint and provide you with our findings.

If you are not satisfied with how your complaint has been handled, or the resolution provided by us, you can escalate your complaint to the Telecommunications Industry Ombudsman www.tio.com.au/consumers.

You reserve the right to refer your complaint to your relevant federal, state or territory consumer protection agency at any time.