



COMPLAINTS POLICY

Global Certification Pty Ltd is committed to improving our services and we appreciate any comments or complaints offered in relation to the services we provide.

We encourage your feedback so that the Management Team can resolve your concerns and complaints constructively and in a timely manner.

Should you have a comment or complaint, please take the time to notify Global Certification Pty Ltd so we can deal with the matter as quickly as possible.

How Do I Make a Complaint?

These can be submitted by either:-

- Telephoning the Chief Executive officer on 07 5428 3090
- Emailing info@globalcertification.com.au
- Via facsimile: 07 5495 4310
- Sending a letter to: PO Box 195, Morayfield QLD 4506

Once the Complaint is Received it will be acknowledged in writing to you and the Chief Executive officer will personally investigate and analyse the cause of the complaint taking into consideration any other previous complaints. A decision will be made on the appropriate corrective action and advise all areas of our Organisation of the Complaint and its root cause, so that preventive action can be taken to prevent occurrence in other parts of the business. You will be advised of our actions to remedy the situation and a report will be generated in our database.

If the Complaint is not resolved. or you are unhappy with the outcome, the matter will be re-investigated by our Advisory Board or Board of Directors. If you are still dissatisfied with the outcome of the complaints handling process, then you may refer the complaint to JAS-ANZ <http://www.jas-anz.org>. We trust that these actions will resolve the matter. However, Clients have an appeals option as detailed in our Contract application with them.

The results of all complaints shall be tabled at Board Management meetings and meetings of the Advisory Board.

Director
Global Certification Pty Ltd