

Vertech Group and its business units understand the importance of handling customer complaints in a professional manner and to a high standard. Vertech Group recognises that complaints are an opportunity to improve services, through ensuring a customer focused approach to business.

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

- Sensitivity and objectivity to all complaints, complainant background and opinions.
- Customer complaints are resolved internally as the highest priority.
- Customer expectations through the complaint resolution process are met to the best of our ability.
- That complaints are reviewed and analysed to prevent recurrence.
- That positive relationships are developed and maintained with customers.
- That top management is involved and committed to implementing necessary changes, ensuring adequate acquisitions and deployment of resources (including personnel and training) when resolving complaints.

Vertech Group understands that resolving customer complaints can improve our relationship with external stakeholders 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.
- Enabling the organisation to identify trends and eliminate causes of complaints and improve the organisation's operations.
- Helping the organisation to create a customer-centred approach to resolving complaints and encouraging personnel to improve their skills in working with customers.
- Providing a basis for continual review and analysis of the complaints-handling process, the resolution of complaints and process improvements made.



Cameron Waters – Managing Director

Vertech Group Pty Ltd

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