



CUSTOMER COMPLAINTS POLICY

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 provide an opportunity to improve services by ensuring a customer-focused approach to business.

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

- ✔ Sensitivity and objectivity to all complaints, taking into account the complainant's background and opinions.
- ✔ Customer complaints are resolved internally as the highest priority.
- ✔ Customer expectations during the complaint resolution process are met to the best of our ability.
- ✔ Complaints are reviewed and analysed to prevent recurrence.
- ✔ Positive relationships are developed and maintained with customers.
- ✔ Top management is involved and committed to implementing necessary changes, ensuring adequate resources (including personnel and training) are allocated to resolve complaints.

Vertech Group understands that resolving customer complaints strengthens relationships with external stakeholders by:

- ✔ Providing the complainant with access to an open and responsible complaints-handling process.
- ✔ Enhancing the organisation's ability to resolve complaints in a consistent, systematic, and responsive manner to the satisfaction of both the complainant and the organisation.
- ✔ Identifying trends and eliminating root causes of complaints to improve business operations.
- ✔ Creating a customer-centred approach to complaint resolution and encouraging personnel to improve their customer service skills.
- ✔ Providing a basis for continual review and analysis of the complaints-handling process, resolution effectiveness, and process improvements.

Cameron Waters – Group Managing Director

Vertech Group Pty Ltd

