My Department Stores
Complaints Handling Policy and Procedure (V2)

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1. Objective of the policy

As a responsible retailer, My Department Stores 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 resolving your complaint as quickly as possible.

This policy has been designed to provide guidance to both our customers and staff on the manner in which we receive and manage 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 our complaint lodgement and handling processes
- Both you and our staff understand our complaints handling process
- Your complaint is investigated impartially with a balanced view of all information and evidence
- We take reasonable steps to actively protect your personal information
- Your complaint is considered on its merits taking into account individual circumstances and needs

2. Definition of a complaint

In this policy a complaint means an expression of dissatisfaction by a customer relating to a product provided by us or about the service provided by our staff.

3. How a complaint can be made

If you are dissatisfied with a product provided by us or the service provided by our staff, you should in the first instance consider speaking directly with the staff member/s you have been dealing with.

If you are uncomfortable with this or consider the relevant staff member is unable to address your concerns you can lodge a complaint with us in one of the following ways:

- By completing a feedback form on our website
- By writing to us
- By emailing us

Our complaints handling process is free of charge.

4. The information you will need to tell us

When we are investigating your complaint we will be relying on information provided by you and information we may already be holding. We may need to contact you to clarify details or request additional information where necessary.

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 product
- The nature of the complaint
- Details of any steps you have already taken to resolve the compliant
- 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. Help when making a complaint

The person receiving or managing your complaint should provide you with any assistance you may need to make your complaint. However if you consider you need further assistance please inform us of this at the time you are lodging your complaint.

6. Recording complaints

When taking a complaint, we will record your name and contact details. We will also record all details of your complaint including the facts and the cause/s of your complaint, the outcome and any actions taken following the investigation of your complaint. We will also record all dates and times relating to actions taken to resolve the complaint and communications between us.

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As part of our ongoing improvement plan, complaints will be monitored for any identifying trends by management and rectification/remedial action taken to mitigate any identified issues.

If you lodge a complaint we will record your personal information solely for the purposes of addressing your complaint. Your personal details will actively be protected from disclosure, unless you expressly consent to its disclosure.

7. Feedback to customers

We are committed to resolving your issues at the first point of contact, however, this will not be possible in all circumstances, in which case a more formal complaints process will be followed.

We will acknowledge receipt of your complaint within three (3) business days, and keep you informed of the progress of your complaint throughout our complaint resolution process.

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 in a position to finalise your complaint.
During the investigation of your complaint we may need to seek further clarification or documentation from you to assist us in resolving your complaint.

If we have sought clarification or 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 documentation we will indicate to you when we expect to finalise your complaint.

Once we have finalised your complaint, we will advise you of our findings and any action we have taken. We will do this in writing, unless it has been mutually agreed that we can provide it to you verbally.
You have the right to make enquiries about the current status of your complaint at any time by contacting us.

8. Our six point complaint process

- We acknowledge – within three business days of receiving your complaint we will acknowledge receipt of your complaint.
- We review – we undertake an initial review of your complaint and determine what if any additional information or documentation may be required to complete an investigation. We may need to contact you to clarify details or request additional information where necessary.
- We investigate – within 10 business days of receiving your complaint we will investigate your complaint objectively and impartially, by considering the information you have provided us, our actions in relation to your dealings with us and any other information that could assist us in investigating your complaint.

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- We respond – Following our investigation we will notify you of our findings and any actions we may have taken in regards to your complaint.
- We take action – where appropriate we amend our business practices or policies.
- We record - we will record your complaint for continuous improvement process and monitoring through regular review, your personal information will be recorded in accordance with relevant privacy legislation.

Complaint Report Instructions

The following steps should be followed when completing the My Department Stores Complaint Form/Report template:

1. Record the date of the complaint
2. Record the complaint number if known (or leave blank for management to complete)
3. Record the name of the person making the complaint *(the complainant)*
4. Record the complaint category (e.g. WHS, sales, customer service, billing, etc.)
5. Record the complainants phone number
6. Record the complainants email address
7. Record a short, clear summary of the complaint
8. Record the outcome the complainant has requested
9. Save the report to the My Department Stores server using the My Department Stores file naming conventions *(Refer to the My Department Stores Document Production Policy and Procedure)*

9. When you complain about one of our employees

If you complain about a member of our staff, we will treat your complaint confidentially, impartially and equally (giving equal treatment to all people). 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

10. Complaints under investigation by a regulator or law enforcement agency

If your complaint is currently being investigated by a relevant federal, state or territory consumer protection regulator or law enforcement agency we may cease to take further action in relation to your complaint pending finalisation of their investigation.
We will assist any agency with their investigations.

11. Our 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 satisfied with our proposed decision or actions, we will close your complaint and record the findings for our continuous improvement program.

However, if you are not satisfied with our proposed decision or actions, we will record this, and provide you with information on how to escalate your complaint, to the Australian Competition and Consumer Commission (ACCC).

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