My Department Stores
Complaints Handling Policy and Procedure (V3)

My Department Stores Complaints Policy and Procedure

Policy Statement

My Department Stores is committed to providing an exceptional level of service to customers and managing any complaints or concerns professionally and promptly.

Definition of a complaint

The term complaint is used in this policy to refer to a formal complaint, usually made as a statement. Formal complaints should be documented by the complainant or by the staff member receiving the complaint.

Informal complaints can also be made to MDS and should be recorded on a feedback form.

Customer complaints

Customers can make complaints to MDS in person, in writing, by email or on social media.
Formal complaints should be documented by the complainant or by the staff member receiving the complaint.

Preventing and de-escalating complaints

If customer's express dissatisfaction with service which may escalate to a formal complaint, staff should attempt to resolve any issues immediately.
Staff should always:

- confirm what is causing the conflict
- offer to correct order/reservations/(other simple problems)
- ask the customer is these changes/corrections would resolve their concern
- request support from other staff to assist with and/or prioritise actions taken to correct the customer's issue

Responding to complaints

When complaints are received, they must be recorded and responded to.

- Written complaints must be responded to within 1 week.
- Social media complaint must be responded to within 4 hours.
- Verbal complaints must be responded to immediately.

Resolving customer complaints

When resolving customer complaints where MDS is at fault, staff must always:

- give an apology for any inconvenience
- explain the action that MDS is taking to correct the customer's problem

Staff should try to resolve the issue, and can use these strategies:

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- offering small complimentary items
- prioritising service to the customer
- reimbursing customers
- providing complementary products/services
- advising customers of changes to processes/practices have been made

Complaints Procedure

The following steps should be completed when responding to complaints in person or when following-up written complaints over the phone:

1. Greet the customer and have a conversation to find out what their complaint is.
2. Ask the customer questions to confirm their concerns and possible solutions that they would be satisfied with.
3. Offer potential solutions, such as refunds, exchanges, complimentary items, etc. and agree on a solution with the customer.
4. *(When needed)* Refer complex complaints to senior staff, including reporting:
    - what the reason for the complaint is
    - what actions have already been taken (by you or by other staff)
    - what the customer is requesting be done to fix the problem
5. Implement the action that you have agreed on with the customer to resolve the complaint and confirm that they feel the complaint has been resolved to the customer's satisfaction
6. Record the complaint including:
    - the customer's full name (if known)
    - the date the customer made the complaint
    - a summary of the customer's complaint

Social media complaints

Customers are able to contact My Department Stores on Facebook or Twitter. Customer complaints, negative comments or concerned questions should be responded to by staff within 4 hours. Any serious concerns from customers or the public should be documented as complaints.

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