

Purpose

The purpose of this Procedure is to ensure:

- Staff and other Interested Persons are aware of our complaint lodgement and handling processes
- Staff and Interested Persons understand our complaints handling process
- Complaints are investigated impartially with a balanced view of all information or evidence
- We take reasonable steps to actively protect sensitive or personal information
- Complaints are considered on their merits considering individual circumstances.

Scope

This Procedure aligns with the Company Quality Policy which is documented in the Integrated Management System (IMS).

This Procedure applies to all feedback and complaints received from customers, stakeholders, or members of the public (Interested Persons) about JMH Group's products, services, staff, or any other issue related to JMH Group's operations.

This Procedure excludes any employee work-related grievance which is subject to the JMH Group Workplace Complaint Resolution Procedure and Procedure.

Definitions

In this Procedure a complaint means an expression of dissatisfaction by an Interested Person relating to goods, services, JMH Group employees, or any other issues relating to JMH Group operations.

Procedure

How a Complaint or Feedback can be provided to JMH Group

Interested Persons wishing to provide feedback should in the first instance consider speaking directly with the staff member(s) they have been dealing with. If parties are uncomfortable with this or consider the relevant staff member is unable to address the concerns, a complaint can be lodged with us in one of the following ways:

- By completing a feedback form on our website www.jmhgroup.net.au
- By telephoning us on 08 9935 9350
- By writing to us: PO Box 5176 Wonthella WA 6530
- By emailing us leahh@jmhgroup.net.au
- In person by asking to speak with one of our Managers or a Company Director.

If we receive complaints verbally and we consider it appropriate, we may ask that the complaint be put in writing.

The Information we need

When we are investigating a complaint, we will be relying on information provided and information we may already be holding. We may need to contact parties to clarify details or request additional information where necessary. To help us investigate complaints quickly and efficiently we will ask for the following information:

- The name and contact details of persons making the complaint
- The name of any relevant staff member
- The nature of the complaint
- Details of any steps that have already been taken to resolve the complaint
- Details of previous conversations that may be relevant to the complaint
- Copies of any documentation which supports the complaint

How manage complaints

Complaints will be recorded and managed in the IMS.

When a formal complaint is lodged, we will record personal information solely for the purposes of addressing the complaint.

Personal details will be actively protected from disclosure unless such disclosure is genuinely required to address the complaint, or persons expressly consent to disclosure.

There may be circumstances during the initial review or investigation of a complaint where we may need to clarify certain aspects of the complaint or request additional documentation from relevant parties. In such circumstances we will explain the purpose of seeking clarification or additional documentation and provide parties with feedback on the status of the complaint at that time.

We may not be able to progress towards a resolution until we receive the requested clarification or documentation.

At any time, complainants have the right to contact us to make enquiries about the status of a complaint.

Timeline and process for dealing with a complaint

- 1. We acknowledge**
We will endeavour to acknowledge complaints within three days of receipt.
- 2. We review**
We undertake an initial review of complaints and determine if any additional information or documentation may be required to complete an investigation.
- 3. We investigate**
We will endeavour to investigate complaints within 10 days of receipt.
- 4. We respond**
Following our investigation, we will notify parties of our findings and any actions we may have taken regarding the complaint.
- 5. We act**
Where appropriate we will amend our business practices or policies.