



COMPLAINT HANDLING

Policy and Procedure



**Fleurieu
App**



TRUST



GOALS



ETHICS



TEAMWORK



RESPONSIBILITY



INNOVATION



CUSTOMERS

COMPLAINT HANDLING POLICY

The Fleurieu App acknowledges that dealing with customer complaints in a positive and constructive manner will help to keep subscribers. We want our subscribers to feel they can complain directly to us and strive to avoid negative publicity within the towns and small communities we operate.

This policy is focussed on reassuring customers that we value their feedback and are committed to resolving their issues in a fair, timely and efficient manner. It applies to all editorial content across the Fleurieu App.



What can be complained about

Complaints may relate to news reports, articles, editorials, letters, cartoons, images, advertising and other published material.

Fundamental principles

The Fleurieu App complaint handling policy observes five fundamental principles:

1. Fairness
2. Accessibility
3. Responsiveness
4. Efficiency
5. Integration

1. Fairness:

A complainant must be treated fairly, which will be achieved through impartiality, confidentiality and transparency.

- 1.1** Complaint handling staff should not be defensive when dealing with complainants.
- 1.2** A complainant should not be obliged to prove they are right or The Fleurieu App is wrong.
- 1.3** A complaint should be treated on its merits, with an open mind and without prejudice arising from any previous contact between the complainant and The Fleurieu App.
- 1.4** Clients have a right to expect that their privacy will be respected and their complaint will be investigated in private.
- 1.5** A complainant is entitled to know how a complaint will be handled and the outcome of the investigation.

2. Accessibility:

The complaint handling system should be accessible to the public.

- 2.1** The Fleurieu App will publicise how the public may lodge a complaint.
- 2.2** Subscribers should be given a range of contact options. At a minimum, this means a telephone number, an email address and a postal address.



3. Responsiveness:

The complaint handling system must be responsive to the needs of all complainants. This requires proper training of staff and adequate resources. Some complainants can be difficult to deal with. Among the common problems are rude or aggressive conduct, obstinacy in communicating with complaint handling staff, exaggeration or dishonesty in explaining a complaint, unreasonable persistence with a complaint that has been investigated or closed, and demands that are unrealistic or disproportionate. It is the responsibility of the Fleurieu App to act professionally when dealing with such problems. Staff must be given clear guidance and training in dealing with unreasonable complainant behaviour.

4. Efficiency:

The complaint handling system should be efficient. Our guiding principle is that complaints should be handled in a way that is proportionate and appropriate to the matter being complained about. All complaints, simple or complex, should receive continuing attention and be resolved as quickly as possible. This will help ensure that clients are satisfied and have confidence in the Fleurieu App.

5. Integration:

Complaint handling must be integrated within the Fleurieu App core business activities. This can result in the following business benefits:

- 5.1** Information from complaints can be used to identify weaknesses and lead to improvements.
- 5.2** If Managers keep informed about complaints and how they are resolved, they will be able to keep an eye on all aspects of operations.



Lodging a complaint

The Fleurieu App features a Contact Us button. The button features 2 tabs, the first is 'Contact The App' and the second is 'About Us'.

Contact Us is in a dropdown format so users can send information that is sent directly to the Owner, Editor or Sales.

About Us provides information about the Fleurieu App and includes our Privacy Policy, Editorial Guidelines and Complaint Handling procedures hosted on our website www.fleurieuapp.com

People may submit a complaint about published content in the following ways:

- Via the 'Contact The App' button on the App
- Via telephone to the publishers mobile phone number.
 - Publisher 0455 791 190
- Via our website:
 - www.fleurieuapp.com
- In writing to Fleurieu App Pty Ltd postal address:
 - PO Box 684, Willunga SA 5172



Complaints handling procedure

The following Fleurieu App complaints handling procedure ensures complaints are dealt with the same way, every time. The procedure is easy to understand and must be followed by all staff and contractors. It is the responsibility of the Publisher to ensure all staff and contractors are trained to follow the complaints handling procedure when handling complaints and that they have the power to resolve issues as quickly as possible.

The Fleurieu App actively encourage subscribers to provide feedback so that they let us know when there is a problem and give us the opportunity to resolve it.

1. Listen to the complaint

Thank the complainant for bringing the matter to your attention. Apologise and accept ownership, don't blame others and remain courteous.

2. Record details of the complaint

Go through the complaint in detail so you can understand exactly what the problem is. Keep records of all complaints in one central place or register. This will help you identify any trends or issues.

3. Get all the facts

Check that you have understood and recorded the details of the complaint correctly. Ask questions if necessary.

4. Discuss options for fixing the problem

Ask the complainant what response they are seeking; it could be an apology or written correction on the relevant App. Decide if the request is reasonable.

5. Act quickly

Aim to resolve the complaint quickly. If you take a long time they tend to escalate.

6. Keep your promises

Keep the complainant informed if there are any delays in resolving their request. Don't promise things that you can't deliver.

7. Follow up

Contact the complainant to find out if they were satisfied with how their complaint was handled. Let them know what you are doing to avoid the problem in the future.