

COMPLAINTS PROCEDURE FORM

Customer Complaints Policy and Procedures

At *The VALLEY Reporter* we encourage feedback from our readers and advertisers. Without this feedback we cannot improve on providing a quality monthly community publication.

We aim for a high level of customer service but if you feel we have not achieved this please feel free to point out where we have gone wrong; similarly if we have achieved this please also let us know as.

The VALLEY Reporter uses their initiative and shows responsibility when dealing with complaints.

Complaints Policy

The VALLEY Reporter's policy is to ensure that our services are beyond reproach and our customer service highly effective. As such any complaints are to be dealt with within 7 working days and solutions implemented to ensure that the complaint does not re-occur. If you have a complaint the process is outlined below;

Complaints Procedures

1. All complaints should be in writing only and directed to the Editor/Publisher at all times.
2. Please fill in the form below regarding your complaint. If you need additional room please attach a separate page.
3. Send this form to the Editor/Publisher.
4. The Editor/Publisher will then investigate this complaint and decide what action is necessary to resolve the initial complaint; and a report of the complaint received.
5. All complaints are recorded in our Complaints Register and the action taken is also recorded.
6. The Editor/Publisher will write to the complainee advising them of the outcome of the complaint within 7 working days.
7. Upon resolution of the complaint any identified issues that require a new policy or procedure will be written and implemented within a further 7 working days.
8. If the complaint cannot be resolved satisfactorily by the Editor/Publisher an external arbiter will be appointed to hear both sides and come to some resolution that is amicable to both parties.

Complaints Form

Name.....

Date of complaint.....

Please describe your complaint.....

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What actions would you like us to take to resolve this complaint satisfactorily?.....

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Please send this form to the:
The VALLEY Reporter, Attention to: Editor/Publisher, 23 Wygonda Road Roleystone WA 6111.