

## CUSTOMER FEEDBACK POLICY

Multipest aims to maintain a position as a leading service provider in the Termite and Pest Control Industry in South East Queensland. Multipest values customer feedback and uses it to continue to improve our service.

### Feedback

Multipest strives to provide the highest possible customer service. We hope there will be times when we exceed your expectations and you want to share the positive experience you have had with us. We are always pleased to receive your positive feedback as it is useful, and helps promote good practice throughout our business.

### Complaints

If you are unsatisfied with the works completed, our staff or the service provided by Multipest, please contact us as soon as possible. Multipest takes all feedback seriously and will work to ensure your concerns are resolved promptly.

### How to provide customer feedback

Customers can provide feedback or lodge a formal complaint via the following methods;

- Phone – 07 3390 1353
- Email – [info@multipest.com.au](mailto:info@multipest.com.au)
- Write to – Multipest PO Box 5007, Victoria Point Qld 4165
- Web – [www.multipest.com.au](http://www.multipest.com.au)
- Facebook – [www.facebook.com/MultipestBrisbane/](http://www.facebook.com/MultipestBrisbane/)
- Online Survey – [www.multipest.com.au/review](http://www.multipest.com.au/review)

All feedback provided will be recorded and treated as confidential.

## **Complaint handling**

When lodging a formal complaint, you may be requested to provide in writing the following details;

Full name, contact phone number, email address and clear details of the complaint including if applicable the staff member to whom the complaint may pertain.

On receipt of a formal complaint Multipest will:

- Acknowledge receipt of the complaint within 2 business days.
- Contact you to discuss your concerns and obtain further information
- Investigate the complaint and advise on a timeframe in which the matter will be resolved
- Provide a resolution and seek feedback

If you are not satisfied with our response the matter will be referred to South Queensland Dispute Resolution Centre Brisbane for mediation.