



COMPLAINT HANDLING POLICY

Easy Living Co. group of companies
Easy Living Home Elevators - NSW, QLD, VIC, WA
Easy Living Platform Lifts
Easy Living Services



Easy Living Group Co. - Complaint Handling Policy

At Easy Living Group Co, we aim to lead Australia in delivering outstanding customer experiences. We do this by providing quick and effective resolutions of your concerns and difficulties.

Your input is valuable to us, if you have concerns about Easy Living or related services or have encountered a problem, please let us know. The sooner we know, the sooner we can sort it out. Receiving any constructive complaints allows us to improve upon our services that we offer to you and our customers. We're here to listen and resolve any issues as soon as they arise.

We're here to help

If want to provide feedback or you're dissatisfied with our service, contact our Customer Care team via the following method:

Website (online form)	https://www.easy-living.com.au/feedback-and-complaints/
Phone	Your local office: 1800 813 555
Email	customercare@easy-living.com.au
In showroom	One of our staff members can help you lodge a complaint.

What we will do?

BY PHONE:

When you contact Easy Living, we will aim to resolve your issue or enquiry during that first call. We will work to implement it as quickly as possible. If for whatever reason your issue cannot be resolved on the first call, for example, if we need to investigate the matter further, we will then provide you with a timeframe indication of how long it may take to resolve and maintain contact until a successful outcome is achieved. If our customer care team member is unable to solve your problem, your local branch manager will take responsibility for your issue and will contact with you within 2 working days.

BY ONLINE FORM:

Complete our online complaints form, any time of the day

<https://www.easy-living.com.au/feedback-and-complaints/>

We will contact you within 2 working days.

BY EMAIL: We will acknowledge your complaint within 2 working days of receipt and maintain contact until a successful outcome is achieved.

IN SHOWROOM: If you wish to make a complaint in person, you can do this with one of the Easy Living team members. We will do our best to address your concerns at the time. If our customer care team member cannot assist you sufficiently, they will lodge the complaint through our system and we will contact you within 2 business days.

How long does it take to resolve my complaint?

We aim to resolve all complaints within 3 working days.

This timeframe may be different when:

1. The complaint is deemed urgent and prioritised for resolution within 24 hours.
2. If there is a delay in resolving your complaint, we will contact you as soon as possible.
3. If we think it will take longer than 5 working days to resolve your complaint, then we will provide you with additional information about the delay and expected timeframe to resolve it.

How do I keep track of my complaint?

While your issue is being investigated, we will provide regular updates on the progress, so that you're kept informed of how everything is being addressed. In most cases you will be assigned direct contact details.

What if I am unable to speak with Easy Living myself?

Should you need another individual to speak to us on your behalf, please let us know. We're happy to assist you in any way we can.

What if my complaint is urgent?

We deal with most complaints in the order they are received. We consider some complaints more urgent than others; usually priority is given to the elderly and less mobile passengers or passenger entrapment. If your complaint is of this nature, please call us on 1800 813 555. If you feel your complaint is urgent and requires priority for any other reason, please speak with our staff, who will do their utmost to assist.

If I want my complaint escalated?

If you aren't satisfied with the resolution or investigation of your complaint, you can ask to be referred to the next level of management, such as a supervisor. We will continue to try and resolve your issue as soon as possible and within a suitable timeframe. If for any reason you're still dissatisfied with the way your complaint has been handled, you can ask to be referred to a more senior person, such as a branch manager.

Advising of outcomes?

We will usually discuss your complaint with you via telephone and can confirm the resolution via email.

What we expect from you?

To ensure your complaint is resolved effectively, we may need to contact you to find out more information and discuss your concerns. We will require contact details to enable communication between you and Easy Living and we ask that you make yourself available to discuss your concerns at an agreed upon time.

Should your matter require extra time to resolve, we will discuss this with. If, after careful consideration, we believe we cannot assist you further and your complaint is not reasonable or sound basis in fact or law, then we may decide to close your complaint. If this is the case, then we will let you know within 5 working days of our decision.

If you are unsatisfied?

If at any point you are unsatisfied with our handling of your complaint, progress or outcome you can: 1. Contact us and we will escalate your complaint internally,

or

2. Opt for an external dispute resolution

If you want to take things further?

If you're not satisfied with the way your complaint has been handled and would like an external body to review your complaint, you can contact the following regulatory body:

ACCC can be contacted by:

Phone: 1300 302 502

Online: <https://www.accc.gov.au/contact-us/contact-the-accc#for-consumers>

NDIS can be contacted by:

Phone: 1800 035 544 (freecall from landlines)

Online: <https://www.ndiscommission.gov.au/>

Review of complaint resolution process

Easy Living is committed to the efficient, fair and courteous resolution of complaints. We keep a record of all complaints to ensure our complaint resolution process is being followed, to identify recurring problems and most importantly to prevent recurrence. We will continue to implement procedures to ensure that the majority of complaints are resolved quickly.