

CUSTOMER LODGES A COMPLAINT / ENQUIRY



HomeCare Repair Australia
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- 1800 155 166

AJ Grant Building
- admin@ajgrantgroup.com.au
- 1300 254 726



Complaint or Enquiry Life Cycle

RESOLUTION

Customer is contacted via preferred method with feedback or resolution to their issue

PRIORITY LEVEL ASSIGNED

Level 1 - Minor

- Assigned to frontline staff
- Can include issues such as:
 - Trade running late for appointment
 - Site has not been cleaned

Level 2 - Moderate

- Assigned to Department Manager / Team Leader
- Can include issues such as:
 - Repair defects
 - Accusations of theft or damage to owner's property

Level 3 - Critical

- Escalated to Operations or Executive Manager
- Can include issues such as:
 - WHS Incident / Unsafe practices
 - Threatening / Bullying behaviour

INVESTIGATION

The issue is investigated and additional information obtained (where applicable)