



COMPLAINTS PROCEDURE

Objective of the Policy:

Exclusive Bus Hire seeks to maintain and enhance our reputation of providing you with high quality products and Services. We value complaints as they assist us to improve our products, services and customer service.

Exclusive Bus Hire is committed to being responsive to the needs and concerns of our customers or potential Customers and to resolving your complaint as quickly as possible.

This policy has been designed to provide guidance to both our customers and staff on the manner in which Exclusive Bus Hire receives and manages your complaint. We are committed to being consistent, fair and impartial when handling your complaint.

The objective of this policy is to ensure:

- You are aware of our complaint lodgement and handling processes,
- Both you and our staff understand our complaints handling process,
- Your complaint is investigated impartially with a balanced view of all information or evidence,
- We take reasonable steps to actively protect your personal information,
- Your complaint is considered on its merits taking into account individual circumstances and needs.

Definition of Complaints Handling:

In this policy a complaint means an expression of dissatisfaction by a customer relating to travel service provided by us.

How a complaint can be made:

If you are dissatisfied with a travel service provided by us, you should in the first instance consider speaking directly with the staff member/s you have been dealing with. If you are uncomfortable with this or consider the relevant staff member is unable to address your concerns you can lodge a complaint with us in one of the following ways:

- By completing a feedback form on our website www.exclusivebushire.com.au
- By telephoning us on 1800 028 744
- By writing to us Po Box 242, Granville NSW 2142
- By emailing us info@exclusivebushire.com.au
- In person by speaking to any of our customer service staff.

If we receive your complaint verbally and we consider it appropriate, we may ask you to put your complaint in writing.



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The Information you will need to tell us:

When we are investigating your complaint we will be relying on information provided by you and information we may already be holding. We may need to contact you to clarify details or request additional information where necessary. To help us investigate your complaint quickly and efficiently we will ask you for the following information:

- Your name and contact details,
- The name of the person you have been dealing with about your travel service,
- The nature of the complaint,
- Details of any steps you have already taken to resolve the complaint,
- Details of conversations you may have had with us that may be relevant to your complaint,
- Copies of any documentation which supports your complaint.

Help when making a complaint:

The person receiving or managing your complaint should provide you with any assistance you may need to make your complaint.

However if you consider you need further assistance please contact us on 1800 028 744