



Eucalypt Consulting

Quality & Complaints Mgt Policy

Eucalypt Consulting recognises that our ability achieve our vision and mission to support businesses and organisations to grow and adapt, we require a disciplined focus on quality management. This document communicates how we consistently deliver quality services to our customers.

Scope

This policy applies to work performed by any employee or sub-contractors to deliver work to Eucalypt Consulting customers.

Our Values

At Eucalypt Consulting we value respect, reliability and thoughtful leadership.



RESPECTFUL

We respect all those we work with.

- We listen
- We seek to understand you and your business
- We are considerate of your environment and needs



RELIABLE

We reliably deliver lasting value.

- We deliver what we say we will
- We simplify complexity
- We offer proactive solutions
- We embed change



THOUGHTFUL

We thoughtfully design and advise.

- We are flexible to the way you like to work
- We match services to your needs
- We create and innovate

In addition to our values, all Eucalypt Consulting employees and contractors have a duty to comply with applicable laws and regulations and are expected to behave responsibly and ethically.

Our Quality Principles

1. Customer Focus:

- We have a strong focus on delivering long lasting value to our customers, to achieve customer satisfaction and exceed expectations.

2. Leadership:

- Eucalypt Consulting leaders establish a clear vision, set challenging goals, and create an environment where people can contribute to achieving the organization's objectives.



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3. Involvement of People:

- We involve and empower our employees and contractors at all levels fosters a sense of ownership and commitment. We acknowledge that when people are engaged, they are more likely to contribute their skills, knowledge, and creativity to the organization's success.

4. Process Approach:

- We manage and improve activities and processes to achieve the desired outcomes efficiently. We focus on understanding, controlling, and improving processes to enhance overall performance.

5. System Approach to Management:

- We take a systems approach to management, which involves understanding the organisation as a whole and managing its processes cohesively for better efficiency and effectiveness.

6. Continual Improvement:

- Continuous improvement is a fundamental aspect of our approach to quality management. We seek to enhance their performance and capabilities through regular review, evaluation, and improvement of processes, products, and services.

7. Factual Approach to Decision Making:

- We make decisions based on the analysis of relevant data and information. Our factual approach involves using evidence and data-driven methods to make informed decisions, reducing reliance on assumptions and guesswork.

8. Mutually Beneficial Supplier Relationships:

- We establish and maintain mutually beneficial relationships with suppliers to create value. We collaborate with suppliers to enhance the overall effectiveness of the supply chain.

Customer Complaints Management

Purpose: Our goal is to ensure a consistent and effective approach to addressing customer concerns while fostering continuous improvement in our services.

Definition of a Complaint: A complaint is defined as any expression of dissatisfaction, whether it is received in writing, verbally, or through any other means, from a customer regarding our services, products, or interactions.

Recording of Complaints: All customer complaints will be documented in a centralised system, including details such as the customer's name, contact information, nature of the complaint, date of receipt, and the staff member responsible for handling the complaint.

Measurement and Analysis: Complaints will be categorized and analysed to identify recurring issues, trends, and areas for improvement. This analysis will be used to measure the effectiveness of complaint resolution processes and to implement corrective actions as necessary.



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Responsibilities: The Managing Director of Eucalypt Consulting is responsible for overseeing the complaint management process. All employees are responsible for promptly reporting and escalating customer complaints to the designated department.

Complaint Resolution Process:

Upon receipt of a customer complaint, Eucalypt Consulting will follow a structured resolution process, including:

- Acknowledging the complaint within 2 business days.
- Investigating the complaint thoroughly to understand the root cause.
- Informing the customer of the progress and expected resolution timeline.
- Taking corrective actions to address the issue and prevent recurrence.
- Closing the complaint with a summary of the resolution and any follow-up actions.

Communication with Customers: Eucalypt Consulting is committed to maintaining open and transparent communication with customers throughout the complaint resolution process. Regular updates on the status of the complaint will be provided, and customers will be informed of the final resolution.

Monitoring and Review: The complaint management process will be monitored regularly to assess its effectiveness. Reviews will be conducted to identify opportunities for improvement, and adjustments will be made to enhance the efficiency and responsiveness of the process.

Continuous Improvement: Eucalypt Consulting views customer complaints as valuable feedback for continuous improvement. Trends and patterns identified through complaint analysis will be used to enhance our services, systems, and processes.

Policy review

This policy will be reviewed annually.

Contact us

For any questions or notices, please contact our Policy Officer, using the contact details below.

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ABN	70 648 507 162
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