

Complaints Policy and Procedures

There may be times where Robyn's Room does not meet your expectations.

In these circumstances we encourage you to let us know. We are committed to learning from your experiences as it will help us to continually improve the services we deliver.

We have a structured response to solving complaints.

1 Submit Your Complaint

If you are dissatisfied with a product or service we provide, you may lodge a formal complaint. To ensure we can address your concerns efficiently, please include the following details in your written complaint:

- (a) Your name and contact information.
- (b) A detailed description of the nature of the complaint.
- (c) Information about any steps you have already taken to resolve the matter.
- (d) Relevant details of conversations you may have had with us regarding the complaint.
- (e) Copies of any documentation that may be relevant to your issue.

Please send your complaint to: Robyn Monty Factory 7/33 Milgate Drive Mornington 3931

2 Evaluation

Once we receive your complaint, it will be meticulously reviewed and forwarded to the appropriate personnel. Our priority is to address your concerns promptly and effectively.

3 Response

If you require additional assistance during the complaint resolution process, please email:
robyn@robynsroom.com.au

After finalizing our review, we will communicate our findings and any actions taken to resolve the issue.