



OzCook Catering

Policies and Procedures Library

Updated: 02-01-2026 Review period: Every two (2) years Location: OzCook Catering document library

CUSTOMER COMPLAINT POLICY

About this policy

Purpose

OzCook Catering is committed to providing professional customer service and resolving customer complaints fairly, respectfully and efficiently.

This policy aims to:

- provide customers with an opportunity to give feedback
- support consistent complaint handling
- improve customer satisfaction
- support continuous improvement within the business.

Application

This policy applies to all verbal and written complaints related to OzCook Catering services, products and event operations.

Authorisation and review

This policy is authorised by the business owner of OzCook Catering and will be reviewed every two (2) years or as required.

Location

This policy is maintained within the OzCook Catering document library.

Definitions

Term	Definition
Complaint	An expression of dissatisfaction related to products, services or event operations.
Complainant	Customer or person making the complaint.
Complaints Register	Business document used to record complaints and resolutions.

Related procedures

Responding to complaints

Workers should: 1. Listen carefully to the customer. 2. Remain calm and professional. 3. Confirm understanding of the issue. 4. Discuss possible solutions where appropriate. 5. Escalate complaints to the business owner if required.

Complaint resolution

Where possible, complaints should be resolved quickly and professionally.

Possible solutions may include:

- service replacement
- event adjustments
- refunds where appropriate
- additional customer support.

Recording complaints

Complaints should be recorded in the Complaints Register including:

- date and time
- customer details
- event information
- details of complaint
- actions taken.

Follow-up

Where appropriate, customers may be contacted after resolution to confirm satisfaction with the outcome.

Responsibilities

Business owner

The business owner is responsible for:

- managing complaint resolution
- monitoring complaint trends
- implementing operational improvements.

Workers and contractors

Workers and contractors are responsible for:

- responding professionally to complaints
 - reporting complaints correctly
- supporting customer service standards.