



## Complaints Handling Policy

### 1. Introduction

#### 1.1 Objectives and Purpose

Pebmac Pty Ltd trading as MOCO Food Services ACN 010 621 851 is committed to delivering high quality products and services including understanding and responding to the needs and concerns of our customers.

The aim of this policy is to provide guidance on how MOCO Food Services receives and handle complaints in respect to MOCO Food Services business activities and dealings with its customers.

The objective of this policy is to assist MOCO Food Services in dealing with and resolving complaints in an efficient, effective and professional manner.

#### 1.2 Background

In creating this policy, MOCO Food Services has sought to ensure that our procedures are in accordance with relevant legal requirements and best practices.

Our complaints handling policy will be reviewed periodically in order to enhance our delivery of efficient and effective outcomes in respect to complaints.

#### 1.3 Definition

MOCO Food Services defines a complaint for the purpose of this policy as “Any person or entity who is dissatisfied with a product or service provided by MOCO Food Services for any reason”.

Certain types of complaints may be by way of negative feedback, which may not require a resolution or any response. While we acknowledge these types of feedback in which can be useful and valuable to improving our business activities, it does not fall under the definition of this complaints handling policy.

## 2. Complaints

### 2.1 How to Make a Complaint

A complaint may be made verbally or in writing.

Where possible, complaints should be made in writing so that the details of the complaint are clear and complete to ensure that we are able to effectively deal with the complaint.

Complaints should be directed to:

MOCO Food Services

PO Box 3076

Mt Ommaney QLD 4074

Telephone: 1300 466 626

Email: [orders@mocofoodsolutions.com.au](mailto:orders@mocofoodsolutions.com.au)



## 2.2 Information to be Provided when Making a Complaint

When making a complaint, please provide the following information:

- Your full name
- The organisation you are from and company position (if applicable)
- Your contact details
- Your relationship with MOCO Food Services
- The name of any contact person at MOCO Food Services
- Details of the complaint (including when the conduct giving rise to the complaint occurred)
- Details of any person/s or employee/s of MOCO Food Services involved (if applicable)
- Copies of any documentation or photographic evidence to support the complaint

## 2.3 Help with Making a Complaint

If you require any assistance in formulating or lodging a complaint, please contact the Complaints Department at the contact details set out in Section 2.1.

## 2.4 Acknowledgement of a Complaint

We will acknowledge the lodgement of a complaint immediately upon receipt.

We will endeavour to resolve complaints within four (4) weeks upon receiving, however this may not always be possible in all instances.

Where time to deal with a complaint will exceed four (4) weeks, we will contact the complainant to inform of the reasons for the delay and indicate when we expect to be in a position to complete our review of the complaint.

## 2.5 Your Rights in the Complaints Process

Complainants have the right to enquire as to the status of their complaint by contacting the Complaints Department or any other employee or representative of MOCO Food Services who has been identified to the complainant as handling the complaint.

## 2.6 Responding to a Complaint

Once we have reviewed a complaint, we will provide the complainant with a written response. If the complainant is dissatisfied with our response, the complainant has the right to ask for the response to be re-considered by the handling Complaints Officer. Such a request should be made in writing to the Complaints Officer and forwarded by post or email to the address provided in Section 2.1.

## 2.7 Further Action

If a complainant remains dissatisfied with the manner in which the complaint has been handled, the complainant may have a right to refer the complaint to some other external resolution body.

## 3. Quality Assurance

Complaints will be analysed by our Complaints Team at regular intervals to identify any recurring or systemic problems. If any such problems are identified, we will consider what actions we need to take to address any such problems.

## 4. Confidentiality

Personally, identifiable information concerning the complainant is actively protected from disclosure unless the complainant expressly consents to its disclosure.