

CUSTOMER FEEDBACK POLICY

Multipest aims to maintain a position as a leading service provider in the Termite & Pest Management Industry in South East Queensland. Multipest values the feedback, concerns or complaints supplied by our customers and is committed to resolving these concerns in a fair, timely & efficient manner.

Positive Feedback

Multipest strives to provide the highest possible customer service. We hope there will be times when we exceed your expectations and you want to share the positive experience you have had with us. We are always pleased to receive your positive comments as it is useful for us to know when we have done a good job. Positive feedback helps promote good practice throughout our business and give credit to our technicians where credit is due.

Complaints

If you are not satisfied with the works completed, our staff or the service provide, please contact Multipest as soon as possible. Complaints are handled with the upmost importance and Multipest strives to rectify all complaints at the earliest possible opportunity.

Clients can provide feedback or lodge a formal complaint via the following methods. All feedback provided will be recorded and will be treated as confidential.

How to provide Feedback

- ✓ Phone – 07 3390 1353
- ✓ Email – info@multipest.com.au
- ✓ Website – www.multipest.com.au/contactus
- ✓ Facebook - www.facebook.com/MultipestBrisbane/
- ✓ Online Survey – www.multipest.com.au/review
- ✓ Write to: Multipest, PO Box 5007, Victoria Point, QLD 4165.

Please ensure all complaints include your contact details including; name, phone number, email address & address. Please include clear details of your complaint including, if applicable, the staff member or technician to whom the complaint may pertain.

Upon receipt of complaint Multipest will:

1. Acknowledge receipt of your (written) complaint within 2 business days.
2. A member of the Multipest Administration team may contact you to discuss the complaint and obtain further information, prior to forwarding to the Managing Director.
3. Managing Director will investigate the complaint and respond as quickly as possible within a timeframe of 10 working days.
4. If it is not possible to respond to your issue within 10 working days Multipest will explain why and give you a date by which you can expect a full response
5. Provide a Resolution and seek feedback for proposed resolution from you.
6. When Multipest contacts you, we will also advise you what to do if you are not satisfied with our response.