



CUSTOMER FEEDBACK & COMPLAINTS POLICY

The Tehnika Group wants to maintain and enhance its reputation for providing and delivering high quality software and engineering consultancy services.

We are committed to maintaining our responsiveness to the needs of our clients and taking all feedback, including complaints, that we receive seriously.

In accordance with AS ISO 10002-2006 - Customer Satisfaction - Guidelines for complaints handling in organisations, a complaint is defined as:

- An expression of dissatisfaction made to an organisation, related to its products, or the complaints-handling process itself, where a response or resolution is explicitly or implicitly expected.

The purpose of this policy is to demonstrate our commitment to resolving complaints and to outline the ways in which our clients can bring to our attention any concerns or feedback.

The objective of this policy is to assist the Tehnika Group resolve complaints in an efficient, effective and professional manner.

Lodging a Complaint

- **By Phone:**
You can contact the Chief Operating Officer directly on (07) 3041 1335.
- **In Writing:**
The Chief Operating Officer
The Tehnika Group
Unit 3,37 Manilla Street
East Brisbane QLD 4169

Alternatively, you can contact us online www.tehnika.com.au/contact and complete the online form.

Please provide the following information in relation to your complaint:

- your company name, name, position and contact details
- your contact person with Tehnika
- a description of the complaint
- a brief outline of how you would like your complaint resolved complete our review within this timeframe, we will contact you in advance to inform you of the reasons for the delay and will provide an indication of when we expect to complete our review.

Once we have reviewed your complaint, we will provide you with a written response. If you are dissatisfied with our response, you have the right to ask for reconsideration by the Chief Operating Officer. This request should be made in writing and forwarded by post to the address above.

If you remain unsatisfied with how your complaint has been handled by Tehnika, you may have a right to refer the matter to the following external dispute resolution body:

- Engineers Australia for handling complaints against members - complaints@engineersaustralia.org.au

Quality Improvement

Tehnika is committed to continuous improvement. On a quarterly basis, complaints and feedback will be reviewed by the Chief Operating Officer to identify any recurring or systemic issues.

On an annual basis, we will review the complaints handling process annually to identify and implement improvements.

If there are any comments or suggestions you have in relation to the contents of this Policy, please contact the Chief Operating Officer.

MATTHEW BUREY
Managing Director
10.05.2017

TEHNIKA
group