



## COMPLAINT STATEMENT

Version 2.0

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### 1. Policy

We aim to handle complaints fairly, efficiently and effectively. To achieve this, we are guided by five key principles that underpin our complaints handling processes.

They are:

- we enable complaints and make it easy for you to register a complaint or feedback
- we respond to complaints quickly and keep you informed
- we resolve complaints quickly and flexibly
- we are objective and fair, and no customer is disadvantaged by lodging a complaint
- we ensure confidentiality where this is practical and appropriate.

If you want to make a complaint about our services or our staff please send us an email: [mel@phoenixwingswellness.com.au](mailto:mel@phoenixwingswellness.com.au).

It is important that you briefly explain your concerns in your own words.

You need to provide enough information to support your complaint to allow us to make an assessment and decide on the most appropriate response. When writing your complaint, think about the following:

- What happened? Where did the events take place? When (time and date)? Who was involved?
- Were there any witnesses to these events? Have you included their details?

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- **Do you have any correspondence or documents (e.g. medical evidence, photographs) that may be relevant? If so, you should send a copy with your complaint.**
- **Have you already taken any action to try to resolve your complaint?**
- **What do you think would resolve your complaint?**
- **Anything else you deem important with regard to your complaint.**
- **Your name and phone number.**