

COMPLAINTS MANAGEMENT POLICY

BIC Corporate Policy 004 - Issue Date: 16.10.2023

Purpose

B.I.C. Services Pty. Limited (BIC) is committed to providing the highest quality service to our customers. We acknowledge the impact our activities can have on our clients' environment and understand that every stakeholder has the right to make a complaint if they are not satisfied with our services. The purpose of this policy is to outline the commitment of B.I.C. Services Pty. Limited (BIC) in mitigating complaints, as detailed within the BIC's Integrated Management System (IMS).

Scope

This policy informs the practices and activities of all BIC's employees. It encompasses our full range of cleaning solutions, including maintenance, hygiene and waste management services for commercial, industrial, education, aged-care, health and public places across Australia.

Objectives

The objective of this Policy is to establish a standard approach for dealing with client complaints and support the effective and efficient management of the complaints handling process, which:

- Is aligned with our business values, vision and strategic objectives.
- Applies to all parties that want to make a complaint in relation to our services.
- Meets any contractual and applicable regulatory requirements, as well as our client's needs and expectations.

Principles

Our commitment to effectively engaging with our clients to address their expressed concerns, is guided by the following principles:

- We will make it easy for our clients to contact us in order to make a complaint.
- We will address all complaints objectively through an established complaints handling process.
- We will endeavour to ensure the information we collect about a complaint is accurate, complete, confidential (as applicable) and meaningful to assist in providing the most appropriate response.
- We will respond to complaints in a timely manner, i.e. we will acknowledge a complaint as soon as we become aware of it and provide response within an agreed timeframe, depending on the nature of the complaint.
- We will communicate with our clients at different stages and maintain all the necessary records to ensure transparency in the complaints handling process.
- We will use lessons learnt from the complaints handling process to continuously improve the effectiveness and efficiency of our service.

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Procedure

We have developed a written procedure with clear steps to be followed for complaints handling, from the reception of a complaint to acknowledgement, investigation, response, corrective action and closure.

Responsibility and Authorisation

BIC will ensure that staff are aware of their responsibilities towards client satisfaction and are empowered to manage complaints in accordance with the established procedures.

This policy aligns with the BIC's Quality Policy and sets out our commitment to develop and continuously maintain a system compliant with ISO 10002: 2018 'Customer Satisfaction – Guidelines for complaints handling in organisations.



Tony Gorgovski
Chief Executive Officer