

## What is a complaint?

We define a complaint as any expression of dissatisfaction or grievance made to Green Press Pty Ltd by a customer or member of the public in relation to our publications or our business.

## Complaint handling policy

Green Press Pty Ltd is committed to consistent, fair and confidential complaint handling and to resolving complaints as quickly as possible.

## How do I make a complaint?

Telephone: (03) 9525 3025

Mail: Green Press Pty Ltd

PO Box 3237

Ripponlea VIC 3185

Email: [accounts@greenpress.com.au](mailto:accounts@greenpress.com.au)

## Information required and next steps

Please provide:

- Name and contact details
- Brief summary of the complaint
- Copies of any supporting documentation regarding the complaint.

We will acknowledge receipt of a complaint within 24-72 hours, and will strive to resolve all complaints within a reasonable timeframe.

## Updates

Throughout the process we will keep you informed of our progress and any developments or delays.

## Providing feedback

In the event that your complaint has not been resolved satisfactorily, in accordance with our process the case will be forwarded to management for further investigation.

## Review of policy and process

In order to help us to improve, Green Press Pty Ltd reviews this policy and process regularly and updates it as required.

*This document was last updated 9 August 2018*