



Customer Complaints Policy

Introduction:

Noorla Yo-Long Blue Light Outdoor Adventure, Blue Light (SA) Inc., is committed to providing our customers with the highest standard of customer service. Noorla Yo-Long Blue Light Outdoor Adventure has formulated a Customer Complaints Policy so as to ensure all complaints are handled as efficiently and effectively as possible.

The following outlines our policy and procedures for the handling of verbal and written complaints.

Our Responsibilities

- Provide an efficient, fair, confidentiality and structured mechanism for handling customer complaints.
- Provide our customers with access to the complaints handling process, including those customers with disabilities and special needs.
- Keep customers informed as to the progress of their complaint and the expected timeframe for resolution.
- Regularly review our complaints policy so that we can improve our standard of customer service.

Lodging a Complaint

- If you have a complaint regarding any aspect of your service dealings or account with Noorla Yo-Long Blue Light Outdoor Adventure, we request you to telephone Noorla Yo-Long Blue Light Outdoor Adventure in the first instance on 08-8735 4337. Our staff will give you their name so you know with whom you are speaking.

Our objective is to resolve the vast majority of enquiries of complaints during your first contact with us.

- If you prefer to put your complaint in writing, we will respond to your letter by telephone and confirm any details in writing if you request us to do so.

A verbal or written acknowledgement of your written complaint will be made within fourteen (14) working days after receiving your letter or email.

- Should you not be satisfied with the response tendered to you, your complaint can be escalated to the Program Manager. You can forward your correspondence via mail to:

Program Manager
Noorla Yo-Long Blue light Outdoor Adventure
PO Box 812, MILLICENT SA 5280

Alternatively, you can email your matter to bluelight@activ8.net.au

Handling your Complaint

- Upon receiving a verbal or written complaint, we will acknowledge your matter via telephone, in writing within 14 business days, or email.

We will keep you informed of the progress of your complaint, proposed actions and the expected time frame for resolution.

- Our aim is to resolve complaints in a timely manner and we will generally resolve a matter within 30 calendar days

Complex complaints may take longer than 30 calendar days to resolve. In these cases, we will regularly update you on the progress and likely timeframe for resolution.

- We will advise you of the outcome of your complaint. Where you have requested us to do so, we will advise you in writing.
- We may impose a charge for handling your complaint in special circumstances. For example, we may charge you a fee where your complaint requires us to retrieve archived records.

If we think your complaint requires a charge, we will not impose one without discussion with you.

Further Contact

Noorla Yo-Long Blue Light Outdoor Adventure
PO Box 812,
MILLICENT SA 5280

Phone 08-8735 4337

Fax 08-8735 4329

Email bluelight@activ8.net.au