

8C Relocation

Complaints & Feedback Policy

8C Relocation values feedback from our clients and is committed to resolving any concerns fairly, promptly, and respectfully. This policy explains how clients can raise a complaint or provide feedback, and what to expect from us in response.

1. Our Commitment

We aim to provide a high standard of service at every stage of your relocation journey. If something falls short of that standard, we want to know, so we can put it right and improve for future clients.

2. How to Raise a Complaint or Give Feedback

You can share feedback or raise a complaint with us via:

- Email: 8c.relocation@gmail.com
- Phone: +61 412 034 406
- In writing via our website contact form: <https://www.8c-relocation.com/contact-us>

Please include your name, contact details, a description of the issue, and any relevant dates or documents, so we can look into it as efficiently as possible.

3. Our Process

- Acknowledgement: We will acknowledge your complaint within 2 business days.
- Review: A member of our team will review the matter, which may include speaking with you directly to understand the issue fully.
- Response: We aim to provide a full response, including any proposed resolution, within 10 business days of acknowledging your complaint. Where a matter is complex, we will let you know if more time is needed and keep you updated.
- Resolution: Where appropriate, resolutions may include a correction of service, a partial refund, a fee waiver for future services, or another outcome agreed between both parties.

4. If You're Not Satisfied

If a matter cannot be resolved directly with us, and it relates to a breach of Australian Consumer Law or the *Privacy Act 1988*, you may raise the issue with the relevant regulator at www.accc.gov.au.

5. Confidentiality

All complaints are handled confidentially and will only be shared with 8C staff directly involved in resolving the matter.

6. Continuous Improvement

We review complaints and feedback regularly to identify opportunities to improve our services, communication, and processes.