

Perth Premier Transfers welcomes and encourages all feedback, including complaints, compliments and comments.

You can contact us via the following.

Email: info@perthpt.com

Phone: 0419 096 310

Mail: The Manager, 20 Roach Road, Kalamunda

Policy Statement

We are committed to an accessible, fair and equitable complaints handling process where we work together with our clients to drive business decisions and improvements.

Principles

We will:

- Recognise client feedback as opportunities to build knowledge and to continually improve processes and services.
- Promptly acknowledge and resolve complaints from clients who are dissatisfied with our service.
- Provide complaint mechanisms which are accessible and flexible to meet the needs of all our clients.
- Provide accessible, transparent and accountable processes.
- Address each complaint in a sensitive, equitable, fair and unbiased manner.
- Build a culture of customer service excellence, through leadership, knowledge, empowerment, skills and processes.
- Proactively seek feedback and suggestions for improvement.

Objectives

We will design our services to meet current and future needs of our clients and use any feedback to help improve processes and services to provide a positive customer experience.