

Orange F.O.O.D Week - Complaints Handling Policy

The objective of this policy is to ensure all F.O.O.D Week Inc. committee members, stakeholders, partners and customers are aware of our complaint lodgement and handling process.

OUR CULTURE

F.O.O.D Week Inc. endeavours to deliver exceptional stakeholder and customer experiences during the Orange F.O.O.D Week festival. We are committed to being professional and responsive to the needs and concerns of our guests and to resolving complaint as quickly as possible. Customer feedback is welcomed as it helps us improve our service delivery to our valued guests.

OUR PRINCIPLES

- Each complaint is investigated thoroughly and efficiently, with impartiality, taking into account all information and evidence.
- Each complaint is handled confidentially
- We take reasonable steps to actively protect your personal information, which will at all times be stored in accordance with privacy requirements.
- Any information you provide may be recorded and used to assist us in improving our products and services to future customers.

There is no financial charge for making a complaint.

OUR PEOPLE

All complaints are handled by our President in liaison with other partners and suppliers. Complaints are given the utmost priority.

If you have a complaint, you can direct your complaint to James Sweetapple, President of F.O.O.D Week Inc, (ABN: 25 069 215 997) and advise us by one of the following methods:

- a) Contact us directly via email foodadmin@orangefoodweek.com.au;
- b) by mail to F.O.O.D Week Inc., PO Box 2229, Orange NSW Australia;
- c) or telephone +61 2 6360 1990.

OUR PROCESS

- 1. Complete any feedback form or survey that we may make available to you, or contact us direct with your complaint.
- 2. Your complaint will be acknowledged by a F.O.O.D Week Inc. team member within 3 business days of receiving it.
- 3. In the process of investigating your complaint, we may request additional information from you to assist us in reaching the most equitable outcome.
- 4. The response to your complaint will be provided by the President of F.O.O.D Week Inc.
- 5. We will endeavour to provide you with a resolution within 10 business days of receipt. However, if there is a delay, we will inform you of the reasons for the delay and maintain communication with you throughout our investigation.
- 6. All communication will be in writing unless there is a mutual agreement otherwise.

RESOLUTION

If a complaint cannot be resolved to your satisfaction, we will advise you what other options you have available.

CONTACT

Email: foodadmin@orangefoodweek.com.au

Tel: +61 2 6360 1990

Address: PO Box 2229, Orange NSW 2800