

Customer Complaints Handling Policy

Purpose

Sip in Style Limousines is committed to delivering safe, reliable and professional limousine services. We value customer feedback and are committed to resolving complaints fairly, consistently and promptly.

This policy has been developed in accordance with the principles of the **Australian Consumer Law (ACL)**. Nothing in this policy limits or excludes any rights or remedies available to consumers under the Australian Consumer Law.

Our Commitment

We will:

- Treat every complaint respectfully and impartially.
- Make our complaints process easy to access and free of charge.
- Acknowledge complaints promptly.
- Investigate complaints fairly and objectively.
- Keep customers informed throughout the process.
- Resolve complaints as quickly as reasonably possible.
- Use customer feedback to improve our services.

How to Make a Complaint

Customers may lodge a complaint by:

- Email: [Email Address]
- Website: [Website]

To assist us in investigating the matter, please provide:

- Your name and contact details.
- Booking reference (if applicable).
- Date and time of travel.

- Details of your complaint.
- Any supporting documents, photographs or receipts.

Customers may make a complaint themselves or through an authorised representative.

Complaint Handling Process

1. Acknowledgement

We will acknowledge receipt of your complaint within **two (2) business days**.

2. Assessment

Your complaint will be assessed by an appropriate staff member who was not directly involved in the matter wherever practicable.

We may contact you if further information is required.

3. Investigation

We will review all relevant information, which may include:

- Booking records.
- Driver reports.
- Vehicle records.
- GPS or CCTV records (where available).
- Information provided by the customer.
- Any other relevant evidence.

Each complaint will be assessed on its individual circumstances.

4. Resolution

We aim to resolve most complaints within **ten (10) business days** after receiving all necessary information.

Where additional time is required due to the complexity of the complaint, we will advise you of the reasons for the delay and provide an updated timeframe.

Remedies

Where our investigation identifies that our service has not met our obligations under the Australian Consumer Law or our own service standards, we will provide an appropriate remedy. Depending on the circumstances, this may include:

- An explanation or apology.
- A refund or partial refund.
- Re-supplying the service where appropriate.
- A credit towards a future booking.
- Other remedies available under the Australian Consumer Law.
- Corrective action to improve our service.

Consumer Rights

Under the Australian Consumer Law, consumers are entitled to guarantees that services will:

- Be provided with due care and skill.
- Be reasonably fit for any agreed purpose.
- Be supplied within a reasonable time where no timeframe has been agreed.

Where these guarantees are not met, consumers may be entitled to remedies under the Australian Consumer Law.

Escalation

If you are dissatisfied with our response, you may request that your complaint be reviewed by senior management.

If the complaint cannot be resolved directly with us, you may contact your relevant State or Territory consumer protection agency or seek independent legal advice.

Confidentiality and Privacy

All complaints will be handled confidentially and in accordance with the **Privacy Act 1988 (Cth)**. Personal information will only be used for investigating and resolving the complaint unless otherwise required or authorised by law.

Record Keeping

We maintain a register of all complaints to:

- Monitor response times.
- Identify recurring issues.
- Improve our services.
- Ensure compliance with our legal obligations.

Review

This policy will be reviewed periodically to ensure it remains consistent with the Australian Consumer Law and industry best practice.