

Pacific Seeds Pty Ltd

Complaint Handling Policy

Pacific Seeds Pty Ltd is committed to providing a high standard of customer service and to maintaining our reputation for honesty and integrity. If our level of service or quality of products has failed to meet your expectations we would like you to tell us about your concerns. **Pacific Seeds Pty Ltd's** complaint handling process includes a complaints handling plan designed to ensure that your concerns are treated seriously and that your complaint is addressed promptly and fairly. Your complaint may be lodged either verbally or in writing by one of the following means:

Address: PO Box 337, Toowoomba, Queensland 4350
kristina.stewart@pacseeds.com.au

Telephone: (07) 4690 2623

For simple cases, your complaint may be resolved at the initial point of contact. However, in those circumstances where your complaint warrants further investigation, we will send you a written acknowledgment of receipt of your complaint within 5 business days.

An investigation will then be carried out by an impartial complaints handler who is not involved in the subject matter of the complaint.

Upon completion of the investigation, and in any event within 45 days, we will write to advise you of our findings. In exceptional circumstance and where it has not been possible to adequately investigate your complaint within 45 days, we will notify you in writing of the reasons for the delay and nominate an extension.

Upon receipt of our findings, if you are not satisfied with the outcome or if you believe you have not received a fair hearing, you may refer the matter back to us outlining your concerns or comments. Where appropriate, we may undertake a further review of the matter and make another attempt to reach a resolution.

You may also have the right to refer the matter to external dispute resolution.