
The complaint process

for complaints about local business service or products.

The Donnybrook Balingup Chamber of Commerce & Industry Inc is an independent body which investigates and mediates complaints about local business service or products in accordance with the Chambers "Objects of the Association" Section 3(1)(iii) & (iv) of the Constitution.

It doesn't cost anything to make a complaint. The steps in the complaint process are outlined below.

Make an enquiry

- If you are unsure if you can make a complaint about something, you can contact the Chamber secretary by phone on **9756 2776** or by email to secretary@dbchamber.com.au
- We can send you a complaint form to start the process.
- If we can't help you, we will try to refer you to someone who can.

Make a complaint

- A complaint must be in writing. You can lodge a complaint online at www.dbchamber.com.au/contact.htm/complaints/lodge-complaint. You can also fill in a complaint form and post or email it to us.
- We will need the following information to address your complaint:
 - Your contact details (name, phone, email, address)
 - The name of the business and the person you dealt with
 - Full details of the complaint
 - Details or any information the business gave you when you contacted it
 - The outcome you are seeking
- If we cannot deal with your complaint, we will explain why.

Investigation

- We will contact you to talk about your complaint and we may ask you to provide more information.
- Generally, the Chamber will contact the person or business you are complaining about, provide them with a copy of your complaint and ask for their comments and other relevant information. We will let you know what they have said in response to your complaint.
- In some cases we may decide not to continue to deal with your complaint. If this happens, we will explain why.
- We may talk to you about trying to resolve the complaint by conciliation.

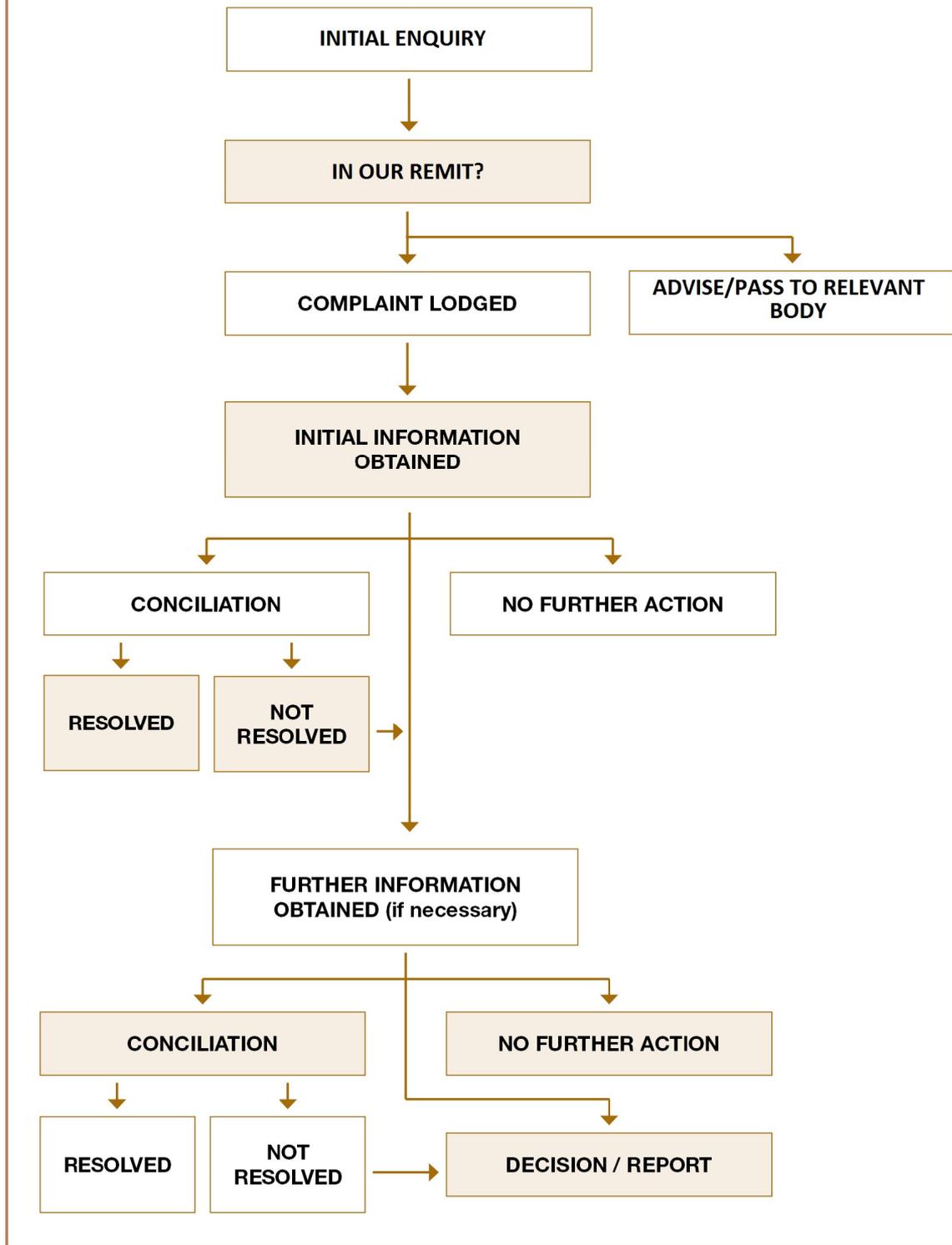
Conciliation

- Conciliation means that we try to help you and the person or business you are complaining about try to find a way to resolve the matter.
- Conciliation can take place in a face-to-face meeting called a 'conciliation conference' or through a telephone conference. In some cases complaints can be resolved through an exchange of letters or by passing messages through the conciliator.
- Complaints can be resolved in many different ways. For example by an apology, a change of policy or compensation.

Decision

- If the complaint is not resolved or discontinued for some other reason, the President of the Chamber will decide if a complaint should be upheld. This might involve the President holding a public hearing where each side presents their version of events and answers questions.
- The President will produce a decision report which will be copied to both parties.
- The Presidents' decision will be binding.
- If a complaint is upheld against a local member business and not rectified to the satisfaction of the Chamber and constitutes a serious breach of conduct, the member business may be expelled in accordance with Section 9 of the Constitution.

The Complaint Process



Complaint Registration

Name *:

E-mail *:

Contact No *: -
Code Phone Number

Address *:

Business Name*:

Person or Product:

Date & Time of Incident:

Complaint *:

Requested Outcome: