

seagulls' Complaints Handling for Non-Cash Payment Facilities (NCP) (Loyalty Scheme and Gift Cards)

seagulls is committed to efficient and fair resolution of complaints by members in respect of any of north's loyalty schemes and gift card facilities.

seagulls has developed a Complaints Handling procedure to ensure that complaints are handled in a clearly defined and effective manner. This policy represents our commitment to fair and transparent dealing with our members.

seagulls recognises that there are two types of complaints namely informal and formal.

A verbal complaint is deemed to be an informal complaint. In these instances the matter is brought to the attention of the staff and management and they are dealt with on the spot.

The existence of a formal complaint handling procedure does not absolve staff or management from the responsibility of handling minor or informal complaints in the day to day operation of the club.

A formal complaint is a matter that is detailed in writing.

If a member is not satisfied with the outcome of an informal complaint they are encouraged to lodge a formal complaint. This document is prepared in order to outline the procedure for a formal complaint.

seagulls' Complaint handling procedure complies with the requirements of Australian Standard 4269-1995 *Complaints Handling* (the Standard).

The procedure is administered in accordance with the standard and general principles of fairness.

Who can make a complaint?

You are eligible to lodge a complaint in respect of NCP if you are a member of seagulls.

What is the procedure for making a complaint?

There is a set procedure that must be followed when making a complaint.

All formal complaints must be made in writing and must give the name and address of the complainant and must include the following information:

1. What is perceived as the problem?
This could include:
 - ◆ The incorrect balance of bonus points on the member's card.
 - ◆ Non-receipt of bonus points or gift card.
2. A simple explanation of the reason (s) for the complaint.

seagulls will provide any complainant with all possible assistance should they wish to formulate and lodge a complaint.

Who should complaints be address to?

All complaints must be addressed to:

Complaints Officer
seagulls
Gollan Dr Tweed Heads 2485

What happens once a complaint has been lodged?

Once a complaint reaches seagulls, our Complaints Officer will acknowledge its receipt within seven working days.

During this time the Complaints Officer will make an assessment as to whether the complaint is legitimate or whether it is frivolous, vexatious or an abuse of the complaints procedure.

If a decision is made that the complaint is frivolous, the person lodging the complaint will be notified of this in the acknowledgment letter, and will be provided with an explanation of why this decision has been made.

If a complaint has been found to be legitimate, seagulls has a further 20 working days to respond in writing to the complainant. The complainant then has 20 working days to comment on the response.

If further comment is received from the complainant, seagulls must then provide a final written response within 15 working days.