

Complaint Policy

There may be times where Hi-Reach Rentals Australia Pty Ltd does not meet your expectations. In these circumstances we encourage you to let us know. We are committed to learning from your experiences as it will help us to continually improve the products and services we deliver.

Hi-Reach Rentals Australia Pty Ltd has a structured approach to resolving complaints.

1. Send Complaint

If you are dissatisfied with a product or service provided by us, you can lodge a complaint with us.

Please include in your complaint the following details:

- a. your name and contact details;
- b. the nature of the complaint;
- c. details of any steps you have already taken to resolve the complaint;
- d. details of conversations you may have had with us that may be relevant to your complaint and;
- e. copies of any documentation which may be relevant.

Please send your complaint to enquiries@hireach.com.au

2. Evaluation

We will take note of what information you provide to us. This information will be passed on to the appropriate department of Hi-Reach Rentals Australia Pty Ltd to deal with the complaint.

We are committed to resolving your complaint within a timely manner

3. Response

We will keep in touch with you during the process. If you require support, please email enquiries@hireach.com.au. Once we have finalised your complaint, we will advise you of our findings and any action we have taken.

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