



MEAL REFUND POLICY

Naturally, we want you to be completely happy with your meals from our multi award winning Lone Pine Bistro.....but.....if something's up and you're not 100% satisfied with the quality of your meal, please ask for our Bistro Supervisor.

Please note, that we don't offer refunds but we will gladly swap your meal for a new one of the same, or equal value Or provide you with a gift voucher to the value of your meal.

CUSTOMER COMPLAINT PROCEDURE

We value complaints as they assist us to improve our products, services and customer service.

This policy has been designed to assist both customers and staff. Phillip Island RSL is committed to consistent, fair and confidential complaint handling and to resolving complaints as quickly as possible. We aim to make it easy for people to make a complaint if they are dissatisfied and we will treat all customers making a complaint equally.

All people making a complaint will be treated with courtesy. Where possible, complaints will be resolved at the first point of contact. If appropriate to the complaint, front of house staff can offer a product replacement. All complaints must be recorded in SmartTech.

If the complaint can't be resolved immediately, the customer will be given a time frame, a contact person and details of our complaint handling process. Where possible, the staff member taking the complaint details will be the contact person.

Phillip Island RSL is committed to continuous improvement and this policy will be reviewed regularly for effectiveness and updated information.



Customer Complaint Procedure

Phillip Island RSL Staff to follow

1. **Listen to the complaint** – accept ownership of the problem. Apologise. Don't blame others. Thank the customer for bringing the problem to your attention.
2. **Be understanding** – remember, the person is complaining about your business, not about you personally. Be calm, cheerful and helpful. Where possible, let the customer know that you will take responsibility for resolving the problem.
3. **Record the complaint** (SmartTech) – detail the complaint so that you and other staff know exactly what the problem is. Have one place to record complaints and the actions taken to resolve them. This lets you see any patterns emerge over time. Complaints about a particular process or product might indicate that changes need to be made. Staff can see what was done to resolve complaints in the past.
4. **Make sure you have all the facts** – check that you understand the details while the person is making the complaint and ask questions if necessary. This will also let them know that you are taking their complaint seriously.
5. **Discuss options for fixing the problem** – at the very least, a sincere apology costs nothing but think about what this complaint could cost you in lost business. Offer a replacement meal or venue voucher to equivalent value if deemed to be a solution.
6. **Keep your promises** – don't promise things that you can't deliver. In handling complaints, it is better to under promise than over deliver.
7. **Be quick** – if complaints take several days to resolve or are forgotten, they can escalate.
8. **Follow up** – record the customer's contact details and follow up to see if they were happy with how their complaint was handled. Let them know what you are doing to avoid the problem in the future.