

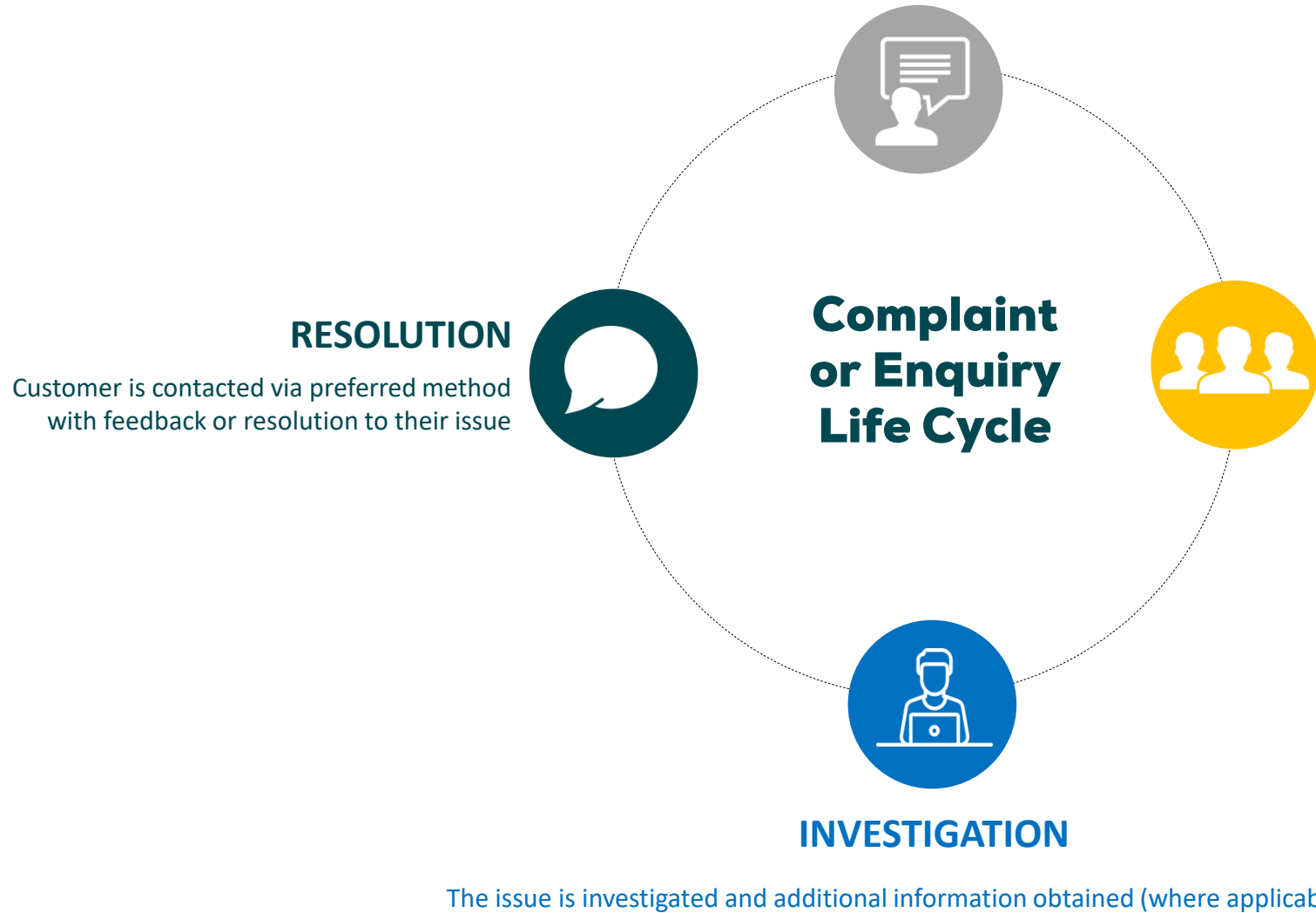
# CUSTOMER LODGES A COMPLAINT / ENQUIRY

## HomeCare Repair Australia

- SupportServices@homecarerepairaustralia.com.au
- info@homecarerepairaustralia.com.au
- 1800 155 166

## AJ Grant Building

- admin@ajgrantgroup.com.au
- 1300 254 726



## PRIORITY LEVEL ASSIGNED

### Level 1 - Minor

- Assigned to frontline staff
- Can include issues such as:
  - Trade running late for appointment
  - Site has not been cleaned

### Level 2 - Moderate

- Assigned to Department Manager / Team Leader
- Can include issues such as:
  - Repair defects
  - Accusations of theft or damage to owner's property

### Level 3 - Critical

- Escalated to Operations or Executive Manager
- Can include issues such as:
  - WHS Incident / Unsafe practices
  - Threatening / Bullying behaviour