

Complaint Handling Policy

We take complaints seriously as they provide us valuable feedback on where we can improve our products and services. MTHFR Support 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.

1. Definition of a complaint

Complaints are defined as any expression of dissatisfaction or grievance made to MTHFR Support staff by a customer, patient or member of the public in relation to our business, our products, our services, or our staff.

2. Where can I make a complaint?

By telephoning us on (02) 9908 1888

By emailing us at info@mthfrsupport.com.au

By post to PO Box 1265, Neutral Bay Junction, NSW 2089

3. What information should I provide?

To help us investigate your complaint quickly and efficiently, we will ask you for the following information:

- Your name and contact details
- The nature of the complaint
- Details of any steps you have already taken to resolve the complaint
- Details of conversations you had with the person that may be relevant to the complaint
- Copies of any documentation which supports your complaint.

We record information about all verbal or written complaints. This assists our team to monitor feedback in order to identify ongoing trends and continuously improve our processes and service.

Customers' personal details or details of their complaint will not be divulged to third parties unless we have written consent. All of your private information is held confidentially and in accordance with our privacy policy.

4. What happens to my complaint?

We are committed to being responsive to your needs and to resolving your complaint as quickly as possible.

We will acknowledge receipt of a complaint within 24 to 72 hours, and will strive to resolve all complaints within seven days.

Wherever possible, we aim to resolve your complaint at the first point of contact, with as little formality as possible.

If we are unable to resolve your complaint immediately, we will give you a timeframe, a contact person and details of our complaint handling process. We may need to contact you to clarify details or request additional information where necessary.

5. How will you keep me informed on the progress and outcomes of my complaint?

We will make contact regularly to update you on the progress of your complaint, especially if there are any delays or changes to what we have previously communicated.

We'll also give you feedback on any changes to our products, services or processes that occur as a result of your complaint.

Where appropriate, after we resolve your complaint, we may contact you at a later date to seek your feedback on how it was handled.

6. What if I'm unhappy with the proposed resolution?

If your complaint cannot be resolved by the usual complaint process, it will be referred to MTHFR Support management, and you will be informed and provided with an amended timeframe for resolution.



MTHFRSUPPORT
Pioneers in Health. Science. Genetics.

If we are still unable to resolve the complaint to your satisfaction, we will provide you with information about how you can take further action.

