

Customer charter

Delivering when service matters every step of the way

Our aim is to ensure that when we move your consignment you get the highest standard of service. We welcome your feedback so we can improve the service provided to you. To assist us in this, we provide you with an effective feedback resolution process (includes Complaints, Compliments and Suggestions). Our Voice of Customer (VoC) team will endeavour to resolve all feedback quickly and fairly.

How you can reach us

- To use this process simply call us on 13 2345, (option 5, option 2) Monday-Friday, 8am – 6pm. One of our friendly Customer Service Consultants will attempt to resolve your enquiry immediately.
- Where further investigation is required by our VoC team, we will attempt to resolve your complaint within 10 days in writing or by phone and you will be kept up to date with the progress.
- Alternatively you can email us any time and you will receive an initial response the next business day:
customer.satisfaction@startrack.com.au

Our evaluation procedure

- Our feedback resolution process is managed and operated by skilled staff that are part of a dedicated VoC team.
- Our process is modelled on fairness and efficiency.
 - All enquiries will be treated impartially on its merits.
 - All evidence and facts in support of the enquiry will be evaluated objectively.
 - Customer privacy will be respected and the enquiry will be investigated in line with our privacy policy.
 - Anonymous complaints are accepted, even though it might be difficult to conduct a full investigation without customer identity.
- We believe in transparency. You will have direct contact to our dedicated team.

Complaint escalation process

If, for any reason, you are not satisfied with the outcome or with our complaint handling process, you can request that your complaint be reviewed by senior management. To request a review, please write to Head of Customer Experience at **customer.experience@startrack.com.au** and note your complaint reference number together with the

reason for your dispute. If you remain dissatisfied with the outcome, you may refer your concerns to the Postal Industry Ombudsman (PIO) for investigation.

Compliment our people

If you would like to acknowledge our people or a team for the service you have received, we will ensure your commendations are passed on so they can be recognised for their efforts.

Have a suggestion for us?

We would also like to hear from you if you have a suggestion or feedback that could improve our service to better meet your needs. Your feedback will be forwarded to the appropriate department to review.


Our promise to you

At StarTrack we value and appreciate your feedback. Your time and effort will enable us to drive improved performance. We promise to use your experiences to better our standards and provide you with a high quality service because to us Service Matters.

How to contact StarTrack

For information about our services visit our website: **www.startrack.com.au** OR simply call us on **13 2345** (Monday-Friday, 8am – 6pm).

To register a Complaint, Compliment or Suggestion use one of the following:

-  **startrack.com.au/contact-us/**
-  **13 2345 (option 5, option 2)**
-  **customer.satisfaction@startrack.com.au**
-  **Voice of Customer Team StarTrack
Locked Bag 5700, Strawberry Hills NSW
2012**