



COMPLAINT OR DISAGREEMENT POLICY AND PROCESS

In the Event of Complaint, Disagreement or Conflict MWGC Staff are obliged to follow these steps,

- 1. Remain polite and professional at all times**
- 2. Advise the client that you must follow MWGC's guidelines for the management of conflict, complaint or disagreement.**
- 3. Ask the person to read the MWGC ADMINISTRATION AND RECEPTION POLICY displayed on the window at reception.**
- 4. Do not offer any solution other than referring the matter to management.**
- 5. Reassure the customer that you are only allowed to follow procedures.**
- 6. Do not get involved in conflict and if necessary remind the customer of your rights as displayed.**
- 7. Give the customer a copy of the MWGC COMPLAINT MANAGEMENT PROCEDURE and only accept it if it is signed.**
- 8. Give the customer a copy of the MWGC Complaint or Disagreement Form.**
- 9. Advise the client that the documents will be forwarded to the Board of Directors.**
- 10. Ask the client if you can help them in any other way.**

***MWGC will always provide ongoing support and review all complaints in a fair and unbiased way.**

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