



## Complaints Policy

### 1. Definitions

- 1.1. This Complaints Policy come with the following definitions, terms and expressions used hereby:
  - 1.1.1. "Seller" refers to the Global Water Group Pty Ltd T/A Global Water, its successors and/or any individual acting on behalf and/or with the authority of Global Water Group Pty Ltd T/A Global Water.
  - 1.1.2. "Client(s)" refer(s) the Client (and/or any individual acting on behalf and/or with the authority of the Client) as described on the quotations, including authorisations issued by the Seller for the Client.
  - 1.1.3. "Services" refer to the Services provided by the Seller to the Client including all advice or recommendations.
  - 1.1.4. "Website" refers to all web pages run by the Seller, and regulated by this Policy and Terms and Conditions.
  - 1.1.5. "Complaints Policy" is to be referred as "Policy".
  - 1.1.6. "Content" refers to all materials which can be found on the Website.

### 2. Complaints Policy

- 2.1. We are determined to provide the best possible quality of Services to our Clients. Therefore, you are strongly advised to contact us as soon as possible, when a reason occurs that makes you feel wrong about Our Website, Services and/or Content.
- 2.2. Examining this Complaints Policy is in your best interest.
- 2.3. If you think that Your complaint is with a good reason feel free to address us in a written form to the following: [sales@globalwatergroup.com.au](mailto:sales@globalwatergroup.com.au)
- 2.4. Rest assured that Your complaints regarding Your private data issues will be treated with the utmost attention and care as our top priority.
- 2.5. In this phase, You will get an official letter on Our behalf in which We are letting You know that You have launched an official complaint process. We will also inform You about the identity of Our staff member who is in charge of Your complaint. Please be advised that for all of these measures it will take up to 5 (five) business days to be executed as being explained hereby.
- 2.6. In the next phase, You will be provided with one or more possible options in order to deal with Your complaints properly. You are free to choose one of Our options or to reject them with no negative influence to Your status. In case, you want to reject Our options You are urged to provide additional information regarding Your complaints or suggest an option of Your own. Please be advised that We are not obliged to accept Your options for resolving Your complaints. It is Our discrete right, whether or not we will accept Your options. This phase of Our complaints process usually takes

#### Head office

12 Selgar Avenue  
Clovelly Park SA 5042  
PO Box 135  
Melrose Park SA 5039

#### Victoria

39 Coghans Road  
Warrnambool VIC 3280

#### Northern Territory

PO Box 12  
Darwin NT 0800  
1300 1 GLOBAL  
[globalwatergroup.com.au](http://globalwatergroup.com.au)



- 2.7. In the final phase, We will provide You with one or more additional options based on your additional information you sent to us or based on your idea. At this stage, you have to choose one of the offered options on our behalf. In case, you choose not to accept them you have the following options. The first one is to treat Your complaint as officially solved and closed. You will continue to use of Our Website and Services with no possibility to discuss Your previous complaint ever again. The second solution is to exclude Yourself from the further use of our Website and Services. The final phase requires up to 5 (five) business days to resolve appropriately.
- 2.8. Please be advised that You are required to carefully evaluate all of Our legal documents, such as Terms, Privacy and Disclosure Policy, Compliance Statement before sending any of Your complaints.