

ENHANCING QUALITY SERVICES (EQS)

Complaints☹/Compliments☺/Suggestions☺

EQS sets itself a high standard in the way the company carries out its work and staff perform their duties. If there are departures from this standard then we wish to here about it. We welcome feedback and see it as a way to improve the quality of the service we provide.

Name:

Address of Facility:

Contact Phone Number:

Email address:

Would you like to make a:

Complaint Yes/No **Compliment** Yes/No **Suggestion** Yes/No

Please make your information as specific as possible, including dates and location(s).

Complaints should be addressed to the Quality Manager, EQS, c/o **PO Box 214, Clevedon, Auckland**. Alternatively you may email admin@eqs.co.nz , fax: 09 277 7660
Any complaint received by EQS will be acknowledged within five working days.

The Quality Manager has responsibility for the investigation of a complaint, management of the process including informing the complainant of the outcome.