

## **Complaints**

We are committed to resolving any complaints as quickly as possible, including those complaints that relate to your rights and our obligations under the Australian Consumer Law (**ACL**). This policy sets out our process for responding to and resolving complaints.

### **What is a complaint?**

If you are dissatisfied with the goods, services or customer experience you have received from Pet Circle, we want to know about it! Your complaint might relate to one or more of the following, or it might be more general in nature:

- your entitlement to a refund or replacement product where your consumer guarantees are not met;
- a claim that we have made a false or misleading representation about the price of our goods or services or the terms of any sale or promotion; or
- a claim that we have failed to honour a valid coupon or discount.

### **How to make a complaint**

If you have a complaint, please contact us [via your preferred method](#).

### **What happens after you make a complaint?**

We are committed to resolving your complaint fairly and as quickly as possible. Practically, this means that once we have received your complaint, we will:

- acknowledge receipt of your complaint;
- escalate it to a member of our Customer Service Leadership Team and other senior leaders at Pet Circle, depending on the nature of the complaint, for resolution as a matter of priority;
- allocate you a reference number for the complaint;
- give you a timing estimate for the determination and outcome of your complaint and next steps for resolution;
- send you regular updates on the review of your complaint until it is resolved; and
- inform you of the outcome of our review of your complaint, the reason for any decision and any steps we will take to resolve the complaint.

We will maintain a record of your complaint, subject always to compliance with our [Privacy Policy](#).

### **What to do if you are not satisfied with our response**

If you are not satisfied with our response to the your complaint, you may contact the Australian Competition and Consumer Commission (ACCC) at <https://www.accc.gov.au/> or the fair trading body in your state or territory (listed below):

<b>ACT</b>	Access Canberra - Fair Trading <a href="http://www.accesscanberra.act.gov.au/s/fair-trading">www.accesscanberra.act.gov.au/s/fair-trading</a>
<b>Northern Territory</b>	Department of Consumer Affairs

	<a href="http://www.consumeraffairs.nt.gov.au">www.consumeraffairs.nt.gov.au</a>
<b>NSW</b>	Department of Fair Trading <a href="http://www.fairtrading.nsw.gov.au">www.fairtrading.nsw.gov.au</a>
<b>Queensland</b>	Office of Fair Trading <a href="http://www.fairtrading.qld.gov.au">www.fairtrading.qld.gov.au</a>
<b>South Australia</b>	Office of Consumer and Business Services <a href="http://www.cbs.sa.gov.au">www.cbs.sa.gov.au</a>
<b>Tasmania</b>	Consumer, Building and Occupational Services <a href="http://www.cbos.tas.gov.au">www.cbos.tas.gov.au</a>
<b>Victoria</b>	Department of Consumer Affairs <a href="http://www.consumer.vic.gov.au">www.consumer.vic.gov.au</a>
<b>Western Australia</b>	Consumer Protection - Department of Mines, Industry Regulation and Safety <a href="https://www.commerce.wa.gov.au/consumer-protection">https://www.commerce.wa.gov.au/consumer-protection</a>