

## EAA COMPLAINTS HANDLING

Complaints help us to improve services to all of our customers.

### ※Definition of a complaint

A complaint is an expression of dissatisfaction made to EAA related to policy. Service or product of ours where a response is expected.

### ※Options to make a complaint

- (1) Fill out complaint form providing as much detail as possible.
- (2) Write to us

### ※How we handle complaints

- Step 1. You lodge the complaint, clearly identify your issue covering all points and outcome you are seeking.
- Step 2. We investigate and respond to you as quickly as possible.
- Step 3. If you are not satisfied with our response a senior EAA office can review you escalated complaint.

### ※There are number of reasons why your complaint may not be able to be considered by EAA.

- Relates vehicle inspected with certificate which is not valid for a period of three (3) month from the date issue.
- Relates to procedures not governed by EAA.