



Customer Service Compliments and Complaints

We want to hear your feedback – good or bad – to help us ensure we are delivering a quality service to the community.

We may only collect your personal information for managing your complaint in accordance with our Complaints Management Policy. Your personal information will be handled in accordance with the [Information Privacy Act 2009 \(Qld\)](#).

Compliments

To tell us about something we've done well, you can submit a compliment by:

- sending an email to feedback@twenty50nicecream.com
- sending a message to one of our social media outlets
 - [Facebook.com/Twenty50NiceCream](https://www.facebook.com/Twenty50NiceCream)
 - [Instagram.com/Twenty50NiceCream](https://www.instagram.com/Twenty50NiceCream)

Complaints

We are committed to effective complaints management and will deal with all complaints against our actions, decisions or staff conduct in a responsive, confidential and fair manner. Complaints can be made regarding a range of issues, including:

- the service we have provided or not provided
- the quality of our products
- the behaviour of our employees
- the safety and accessibility of our venue

While complaints will be addressed to the best of our ability in a timely manner, we appreciate your feedback and your patience while we find the best way of addressing your issue and finding the appropriate corrective action(s).

Complaints management procedure

You can raise a complaint about us through our complaints management process below.

Try to resolve the complaint

Complaints are best resolved at the time the mishap occurs directly at the venue, so in the first instance please contact the Twenty50 manager available at the time of your visit. Our Twenty50 Managers are responsible for managing complaints directly in store.

Make a complaint

If your complaint can't be resolved in store or you are unhappy with the response to your complaint, please write down everything relevant to the matter in the order in which it happened. Make sure you include a description of what happened, dates, phone calls, letters and meetings. Let us know the outcome you are seeking or the action you want us to take. You can email the information to feedback@twenty50nicecream.com

You can make a formal complaint by:

- phoning (07) 3495 7342
- sending an email
- posting your feedback to:

Complaints Unit of Twenty50 Nice Cream + Espresso Bar
PO BOX 376
RURAL VIEW, QLD, 4740

What happens after you make a complaint

Once we've received your complaint, and on completion of the complaint process, our Manager will take note of how your complaint was managed and whether you are satisfied with the outcome.