

Complaint Handling Policy

Pure Rail wish to commit to open and honest dealing with all it's staff and customers. To accomplish this effectively, Pure Rail will;

- Treat all complaints, both internal and external, with respect and empathy to the position of the complainant.
- Resolve the issue in an expedient manner.
- Ideally, reach a resolution that benefits both parties.
- Once resolved, ensure both parties are comfortable with the outcome.

A handwritten signature in blue ink, appearing to read "K. Devine".

Authorised by:
Kyle Devine
Director
Pure Rail Pty Ltd