

## *Spyns Inc.*

### **Your Rights to Quality Service**

**Spyns Inc. welcomes feedback on the services and activities it provides whether it be a compliment, a complaint or any other comment. In situations where you are dissatisfied with a service or decision of Spyns Inc. you have the right to make a formal complaint and for this to be heard in a fair and just manner. Please request a copy of our Complaints Resolution Policy from a staff or management committee member. Written feedback should be marked "Confidential" and addressed to The Management Committee, Spyns Inc. Cnr. Trent St. & Birmingham Road, South Penrith, 2750.**