



Boarding Food Complaints Procedure

The following steps have been put in place in regards to any complaints issued as to the food served in the Boarding Kitchen:

- Speak to the staff on duty if there is a problem so that they are aware of it.
- Contact Norrie Lee on the below details by email:
 - peacelutheran@alliancecatering.com.au

Should you not receive a satisfactory response from Norrie you can then escalate the issue to Brad Jewell

- brad.jewell@alliancecatering.com.a or
- call on 3908 6310 or 0403 047 416

Please ensure all instances are put in writing via email to create a paper trail for reference.

Thank you.

Brad Jewell
Operations Manager
Alliance Catering