



Customer Code of Conduct and complaint handling policy

At Mitch Insurance, our goal is to create a welcoming environment that's built on kindness, respect and trust for all our customers, teammates and visitors. We're committed to providing an inclusive space for people of all backgrounds and beliefs where everyone feels safe and supported. We've created this Customer Code of Conduct to share our expectations for how we all should treat each other.

Guidelines

What we ask from you

All Mitch Insurance customers are expected to treat our teammates, fellow clients and visitors with courtesy and respect while at our office or communicating by phone or electronically. Discrimination or harassment of any kind is strictly prohibited, whether it's based on race, religion, age, disability, sexual orientation or any other reason. Harassment includes unwanted remarks, gestures, or physical contact, as well as sharing inappropriate or derogatory materials or images.

The following behaviors will not be tolerated:

- Physical violence
- Verbal abuse
- Profanity
- Harassment
- Intimidation tactics or threats
- Malicious or harmful statements about others
- Public disclosure of another person's private information
- Possession of dangerous or unauthorized materials or items
- Selling or buying illegal substances

Customers and visitors who appear to be under the influence of alcohol or illegal drugs will be asked to leave our office or end their telephone/electronic interaction, and to resume communications when they're in a more competent state to discuss their business needs.

We're always ready to help and support customers who may have demonstrated the above behaviours in the past but are now committed to following our Customer Code of Conduct.



Your feedback matters – How we handle complaints

At Mitch Insurance, we value our customers and genuinely care what they think about the service they receive. Your feedback is crucial as it helps us make our products, services, and customer experience better.

Our commitment to you

We promise to handle complaints in a fair and confidential way, and to resolve issues as quickly as possible. We aim to make it easy for you to share your concerns if you're not satisfied, and will treat all customers making a complaint equally.

How we respond to complaints

When you bring a complaint to our attention, rest assured that you'll be treated with courtesy. Our aim is to resolve issues when you first reach out to us. If we can't do that, we'll provide you with a timeframe for resolution and will share the full details of our complaint handling process. Whenever possible, the teammate who takes your complaint details will be your point of contact, making things simpler for you.

Escalation of complaints

If a complaint can't be resolved through our standard process, it will be escalated to a manager. We'll keep you informed and provide you with an updated timeframe for resolution.

If, despite our best efforts, we can't resolve your complaint to your satisfaction, we'll provide you with details on the next steps you can take.