



Complaints Policy 2020

Complaints Policy

Purpose

We aim for high standards in customer satisfaction and happy and engaged employees. The aim of this policy is to ensure we have a process in place to ensure consistent and professional management if there is cause where a customer or employee feels they have cause to complain.

Informal Resolution

If an employee or customer at any time feels they have reason to complain, in the first instance they will be encouraged to discuss this with the person involved in the complaint in an attempt to resolve the matter directly and informally. We will always endeavour to consider and respond to any complaints raised in a fair and sympathetic manner. Should we be unable to resolve the matter using the informal stage we will invoke the formal complaints procedure.

Formal Complaints Procedure

In the unfortunate event that informal resolution is unsuccessful then the matter will be referred to a higher level of management.

- All complaints regarding employees should be made to a Director.
- The person raising the complaint will be asked to provide details of the complaint and the name of the person concerned.
- All complaints will be dealt with within ten working days from receipt of the complaint and will be investigated promptly, sensitively, impartially and, as far as practicable, confidentially.
- Should we feel it appropriate we may engage an independent third-party resource to represent the Company and to investigate the matter.
- The outcome of any investigation will be confirmed in writing.
- A complainant may exercise their right to appeal the decision reached and should this be necessary we will provide details of whom the appeal should be addressed.
- The decision reached following the appeal is final and will be confirmed in writing.