



COMPLAINTS MANAGEMENT PROCESS

Upon receipt of a complaint, we notify the dedicated account manager immediately. We provide a copy of the complaint to all relevant people. If the complaint states names of personnel, the individual(s) concerned will be notified along with the Human Resource Department.

We send out a standard company letter to the complainant by close of normal business hours the **next working day after receipt**. If the relevant account manager is not available, an immediate deputy Director will act as a signatory. The relevant company representatives set an immediate meeting to discuss the nature of the complaint and discuss resolution.

We respond with actions and a resolution **within 15 working days of receipt of the original complaint**. Where an appropriate outcome is not feasible by this timescale we will set a timetable for resolution and report it to the complainant within the 15-day period. We request a response from the complainant as to their satisfaction of the outcome/resolutions put forward before the complaint can be closed.

Process and actions undertaken by us:

- Nominate a Complaints Officer: responsible for ensuring all of the above actions and requirements take place within the agreed timescales
- Maintain the relevant paper trail for audit purposes (all the relevant correspondence will be kept with the customer file as well as the complaints department)
- Formulate an escalation plan in the event that the above procedure does not satisfy the complainant
- Ensure all employees are aware of the complaints procedure and policy. All our staff are able to deal with a complaint

If we receive the complaint by email, we follow the above described procedures.

If we receive the complaint by telephone, the receiver will fill in a complaint form – with full details of the caller, position, telephone number and nature of complaint incl. if possible preferred outcome – and pass the form to the Complaints Officer who will then follow the above.

In the event of a complaint, there are likely to be personnel named due to the nature of our business. In the majority of instances, we will handle the complaint on behalf of our company as a whole. Only in instances where an individual has been accused of gross misconduct our HR Director will need to be informed, he will then invoke the necessary procedures.