



**CUSTOMER COMPLAINTS POLICY  
AND PROCEDURE**

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## **Introduction**

We aim to provide high quality products and services for all our customers at all times, however, things go wrong from time to time. If they do, we need to know about it so we can put it right and learn from our mistakes.

## **Definition of a Complaint**

A complaint is defined as an expression of dissatisfaction with regards to:

- The standard of service
- Action or lack of action taken
- Decision taken

## **Policy**

- We will always take complaints seriously and investigate them fairly.
- All complaints will be dealt with according to our customer complaint procedure.
- The information provided by customers will be treated as confidential at all times.

When we receive a complaint we will:

- Send an acknowledgement letter or e-mail within 3 working days of receipt of the complaint and notify the customer or member of staff who is dealing with the complaint.
- Send a written response to the initial complaint within 5 working days.
- If the complaint progress to either Stage 2 or Stage 3 of the Complaints Procedure we will send the customer an acknowledgement letter or e-mail within 10 working days and a full written response within 14 working days.
- We will always apologise and, where appropriate, include an explanation of what went wrong and what we have done to put things right.
- The Company will use the outcome of complaints and any remedial action as a positive method of monitoring our performance and to make continual improvement to our services.

## **Customer Complaints Procedure**

### **Stage 1 - Local Resolution**

Initially, a complaint may be made directly to the department responsible for the goods or services either in person, by phone, in writing or by e-mail.

### **Stage 2 - Referral to Customer Services Team**

Should a customer be unhappy with the response received, then they can ask to have the matter investigated by the Customer Services Team. The customer may request this in person, by phone, in writing or by e-mail.

### **Stage 3 - Referral to the Customer Service Director**

If the customer has been through stages 1 and 2 (above) and are still not satisfied, they appeal in writing to:

Principal  
Rauni Da Mota  
36, Windsor Street  
Liverpool  
L8 1XF

Or by email: [rauni@hilliverpool.com](mailto:rauni@hilliverpool.com)

### **Non Compliance**

All employees have a role to play in enforcing the policy and are required to deal with any observed or reported breaches. Should employees feel apprehensive about their own safety in regard to addressing any breach, they should seek senior management support.

Failure to comply with this policy may lead to a lack of clarity over job role, learning needs or expected standards of performance, resulting in reduced effectiveness or efficiency, underperformance and putting service delivery at risk.

Any member of staff refusing to observe the policy will be liable to disciplinary action in accordance with the Company's Disciplinary Policy up to and including dismissal.

### **Implementation of the Policy**

Overall responsibility for policy implementation and review rests with the Company senior management. However, all employees are required to adhere to and support the implementation of the policy. The Company will inform all existing employees about this policy and their role in the implementation of the policy. They will also give all new employees notice of the policy on induction to the Company.

This policy will be implemented through the development and maintenance of procedures for appraisals and one-to-one meetings, using template forms, and guidance given to both managers and employees on the process.

This Policy was approved & authorised by:

Name: Rauni Da Mota  
Position: Director Principal  
Date of first implementation: 18/03/2019  
Review Date: 21/04/2025  
Version: 4  
Signature: \_\_\_\_\_

*Rauni da Mota*

### **Monitoring Policy**

The policy will be monitored on an on-going basis, monitoring of the policy is essential to assess how effective the Company has been.

### **Reviewing Policy**

This policy will be reviewed and, if necessary, revised in the light of legislative or codes of practice and organisational changes. Improvements will be made to the management by learning from experience and the use of established reviews.

Policy Renew Date: 21/04/2027

### **Policy Amendments**

Should any amendments, revisions, or updates be made to this policy it is the responsibility of the Company senior management to see that all relevant employees receive notice. Written notice and/or training will be considered.

### **Additional Information**

If you require any additional information or clarification regarding this policy, please contact your manager. In the unlikely event where you are unhappy with any decision made, you should use the Company's formal Grievance Procedure.

To the extent that the requirements of this policy reflect statutory provisions, they will alter automatically when and if those requirements are changed.