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1. **Definitions**

1.1 In this Complaints Policy, the following expressions have the following meanings:

“Business Day”

any day other than Saturday or Sunday) when the premises are open for their full business day in <<insert location>>;

“Complaint”

any expression of dissatisfaction about [my] OR [our] [goods] [services] [, [employees] [agents] [contractors]], or customer service;

[“Complaints Form”]

the standard complaints form, available at the location(s)>>;]

“Complaints Policy”

“Complaints Procedure”

[our] internal complaints procedure which is followed when a Complaint is received and is available from the Complaints Policy for your reference;

“Complaint Reference”

the number assigned to your Complaint which can be used to track your Complaint;

[“External Resolution”]

the referral of your Complaint to an external organisation for resolution if you require an external outcome.]

2. **Purpose of this Complaints Policy**

2.1 [I] OR [we] welcome all feedback from [my] OR [our] customers. If you contact [my] OR [our] [goods] AND/OR [services] [, [employees] [agents] [contractors]], or customer service, not only do [I] OR [we] want to ensure your satisfaction but [I] OR [we] also want to learn from your experience in the future to improve [my] OR [our] business and customer service.

2.2 It is [my] OR [our] policy to handle all Complaints quickly and fairly, where possible without recourse to investigations or external bodies. In particular, the aims of this Policy are:

2.2.1 To provide a Complaints Policy for any customers who wish to make a Complaint about [my] OR [our] [goods] AND/OR [services] [, [employees] [agents] [contractors]], or customer service;

2.2.2 [To ensure that [my] OR [our] or with [me] OR [us] knows how to handle Complaints and that [my] OR [our] customers;]

2.2.3 To ensure that all Complaints are handled equally and in a fair and timely fashion.

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2.2.4 To ensure the information is gathered from Complaints and used in the future to prevent a similar situation arising again.

3. What this Complaints Policy Covers

- 3.1 This Complaints Policy covers [our] [sale of goods] **AND/OR** [our] [provision of service] [our] [subcontractors]], and customer service.
- 3.2 For the purposes of this Policy, any reference to [me, <<insert name>>] **OR** [us, <<insert name>>] also includes [my] **OR** [our] [employees] [agents] [subcontractors].
- 3.3 Complaints may relate to [our] activities and may include (but not be limited to):
 - 3.3.1 The quality of [our] goods or services; we have received from [me] **OR** [us];
 - 3.3.2 The behaviour or competence of [my] **OR** [our] [employees] [agents] [subcontractors];
 - 3.3.3 [Delays, defects or problems associated with the sale of goods;]
 - 3.3.4 [Delays, defects or other problems associated with the provision of services;]
 - 3.3.5 <<Insert additional matters as appropriate>>.
- 3.4 The following are not complaints and should therefore be addressed accordingly:
 - 3.4.1 General queries about [our] [goods] **AND/OR** [services];
 - 3.4.2 [Returns of correct or unwanted goods for exchange or refund] [my] **OR** [our] <<insert name>> and Conditions>> where there is no further complaint.
 - 3.4.3 Matters concerning legal disputes;
 - 3.4.4 Formal requests for information, for example, under applicable legislation;
 - 3.4.5 <<Insert additional matters as appropriate>>.

4. Making a Complaint

- 4.1 All Complaints, whether made by [my] **OR** [our] [goods] **AND/OR** [services] [, [employees] [subcontractors]], or customer service should be made in one of the following ways:
 - 4.1.1 [In writing, to [my] **OR** [our] name and/or position>>, <<insert address>>];
 - 4.1.2 [By email, at [my] **OR** [our] name and/or position>> at <<insert email address>>];
 - 4.1.3 [Using [my] **OR** [our] Complaint Form, following the instructions included with the form];
 - 4.1.4 [By contacting [my] **OR** [our] telephone on <<insert telephone number>> [a <<insert number>> when prompted.]]

- 4.2 When making a Complaint, you are required to provide the following information in as much detail as possible:
- 4.2.1 Your name, telephone number and email address ([I] OR [we] will contact you by the preferred contact method as your Complaint is received);
 - 4.2.2 If you are making the Complaint on behalf of someone else, that person's name as well as your own;
 - 4.2.3 If you are making the Complaint about a particular transaction, the date, time, location, reference number, invoice number etc.>>;
 - 4.2.4 [If you are making the Complaint about a particular [employee] [agent] [subcontractor], the name and, where appropriate, the position of that [employee] [agent] [subcontractor];]
 - 4.2.5 Further details of the Complaint, including, as appropriate, all times, dates, events and circumstances;
 - 4.2.6 Details of any evidence you wish to rely on in support of your Complaint;
 - 4.2.7 Details of what you want [me] OR [us] to do to resolve your Complaint and any other requests. Please note that whilst [I] OR [we] will endeavour to accommodate such requests, [I] OR [we] are not obliged to take any action beyond that which we are contractually obliged to take.)
 - 4.2.8 <<Insert additional information where appropriate>>.
5. **How [I] OR [We] Handle Your Complaint**
- 5.1 Following [my] OR [our] Complaint procedure, [my] OR [our] aim is to resolve your Complaint as quickly as possible [without further recourse to External Resolution]. If your Complaint is not resolved with the resolution of your Complaint, you may still be able to make a Complaint to the External Resolution Service.
 - 5.2 Upon receipt of your Complaint, [I] OR [we] will log the Complaint in our complaints system. [I] OR [we] will acknowledge receipt of it in writing within <<insert period>>, giving you a reference number.
 - 5.3 [When [I] OR [we] acknowledge receipt of your Complaint [I] OR [we] will also inform you of who will be handling your Complaint. This may be the person to whom your original Complaint was made (as above) or your Complaint may be delegated to another member of [my] OR [our] team.]
- OR**
- [As I am a sole trader, your Complaint will be handled by me alone.]
 - 5.4 [If your Complaint requires the involvement of an [employee] [agent] [subcontractor], that person will be informed of the Complaint and given a fair and reasonable opportunity to respond to the Complaint. Any dispute between you and the [employee] [agent] [subcontractor] must take place only through [me] OR [us].] [If your Complaint requires the involvement of an [employee] OR [we] respectfully ask that you do not contact the [employee] [agent] [subcontractor] in question directly but that you contact [me] OR [us] as we are working to resolve it.]

Complaints Policy or about
OR [<<insert name and/or
on <<insert telephone num

ts Procedure, please contact [me]
<<insert address>>, by telephone
insert email address>>.

8. **Policy Responsibility and**

- 8.1 Overall responsibility
thereof lies with [me
- 8.2 This Complaints Po
- 8.3 This Complaints Po
- 8.4 This Complaints Po

Policy and the implementation
d/or position>>].
and updated as required.
sert date>>.
<<insert date>>.