1. **Definitions**

1.1 In this Complaints meanings:

"Business Day"

"Complaint"

["Complaints Form"]

"Complaints Policy"

"Complaints Procedure"

"Complaint Reference"

["External Resolution"]

2. Purpose of this Complain

- customers. If you [services] [, [emplo only do [I] OR [we] want to learn from it experience in the fu
- 2.2 It is [my] OR [our possible without re
 - 2.2.1 To provide a
 - 2.2.2 [To ensure to handle Cd
 - 2.2.3 To ensure t

expressions have the following

than Saturday or Sunday) ks are open for their full ss in <<insert location>>;

but [my] OR [our] [goods] [, [employees] [agents] stomer service:

standard complaints form, location(s)>>;1

bur**1** internal complaints which is followed when and is available from or your reference;

mber assigned to your be used to track your

of your Complaint to an sation for resolution if you e outcome.1

ck of all kinds from [my] OR [our] [my] OR [our] [goods] AND/OR ractors]], or customer service, not r satisfaction but [I] OR [we] also OR [our] business and customer

plaints quickly and fairly, where tigations or external bodies. are:

e for any customers who wish to ur] [goods] AND/OR [services] [,]], or customer service;

r or with [me] OR [us] knows how **DR** [our] customers;]

andled equally and in a fair and

- particular, the aims
 - make a Con [employees]
 - timely fashio

2.2.4 To ensure the used in the f

is gathered from Complaints and lation arising again.

3. What this Complaints Pol

- This Complaints P 3.1 provision of service service.
- 3.2 For the purposes of name>>] OR [us, [employees] [agent
- 3.3 Complaints may rel not be limited to):
 - 3.3.1 The quality of
 - The behavi 3.3.2 [employees]
 - 3.3.3 [Delays, def
 - 3.3.4 [Delays, def the provision
 - 3.3.5 <<Insert add
- 3.4 The following are r Idirected to the app
 - 3.4.1 General que
 - 3.4.2 [Returns of exchange d document e. no further cd
 - 3.4.3 Matters cond
 - Formal requ 3.4.4 applicable le
 - 3.4.5 <<Insert add

4. **Making a Complaint**

- address>>:1
- [By email, a 4.1.2 email addres
- 4.1.3 [Using [my] included with
- [By contact 4.1.4 number>> [a

R [our] [sale of goods] AND/OR s] [subcontractors]], and customer

, any reference to Ime, <<insert >>] also includes [my] OR [our]

ur] activities and may include (but

ave received from [me] OR [us]; competence of [my] OR [our] **\$]**;

sociated with the sale of goods;] or other problems associated with

ve as appropriate>>.

mplaints and should therefore be ressed accordingly]:

r] [goods] AND/OR [services];

orrect or unwanted goods for e with [my] OR [our] <<insert and Conditions>> where there is

er legal disputes;

f information, for example, under

ve as appropriate>>.

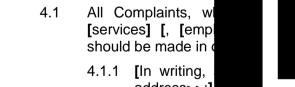
ny] OR [our] [goods] AND/OR ntractors]], or customer service

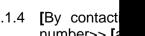
name and/or position>>, <<insert

me and/or position>> at <<insert

Form, following the instructions

elephone on <<insert telephone sert number>> when prompted.]]





4.2 When making a C information in as mu

- 4.2.1 Your name, [We] will co Complaint is
- 4.2.2 If you are person's nar
- 4.2.3 If you are <<insert refe
- 4.2.4 [If you are r subcontract position of the
- 4.2.5 Further deta dates, event
- 4.2.6 Details of a support of you
- 4.2.7 Details of w Complaint a will make ev am] OR [we may be cont
- 4.2.8 <<Insert add

required to provide the following by possible:

mber and email address ([I] OR referred contact method as your

n behalf of someone else, that well as your own;

out a particular transaction, the rnumber, invoice number etc.>>;

ut a particular [employee] [agent] the name and, where appropriate, ubcontractor];]

cluding, as appropriate, all times,

evidence you wish to rely on in

Please note that whilst [I] OR [we] accommodate such requests, [I any action beyond that which we ally obliged to take.)

ove as appropriate>>.

5. How [I] OR [We] Handle Y

- 5.1 Following [my] OR always resolve cor External Resolution Complaint, you may
- 5.3 [When [I] OR [we] a inform you of who whom your original be delegated to an

OR

[As I am a sole trad

5.4 [If your Complaint reperson will be information opportunity to responsive formation of the person handling do not contact the concerning the Comparison of the concerning the concerni

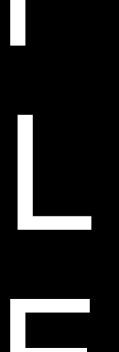
edure, [my] **OR** [our] aim is to ction [without further recourse to sfied with the resolution of your tion as detailed below.]

nsert name and/or position>>] [will ert location, e.g. complaints log, edge receipt of it in writing within eference.

our Complaint [I] OR [we] will also laint. This may be the person to (as above) or your Complaint may ny] OR [our] team.]

handled by me alone.]

oyee] [agent] [subcontractor], that and given a fair and reasonable between you and the [employee] take place only through [me] OR OR [we] respectfully ask that you ubcontractor] in question directly we are] working to resolve it.]



5.5 If [I] OR [we] requir will contact you as ask that you use evidence quickly in you are for any rea [we] will use all rea aware that [I] OR [v OR [we] consider it

- 5.6 [I] OR [We] aim to some cases, particu be possible. If this delay, the likely leng
- 5.7 At the conclusion of OR [we] will provid OR [our] conclusion [My] OR [Our] ded **External Resolution**
- 5.8 [[As [I am] OR [we by] OR [<<insert a organisation>> you External Resolution satisfied with the ou
- 5.9 If you are not satis **External Resolution** For details of com <<insert name of address>>, by tele <<insert email addr

Confidentiality and Data 6.

- 6.1 All Complaints and confidence. Such [agents] [subcontr Complaint.
- 6.2 [I] OR [We] may as your personal detail purposes. If you have by contacting [me]
- 6.3 All personal informa to, your name and with the provisions UK GDPR, the Da Communications R [my] **OR** [our] <<in <<insert location(s):

7. **Questions and Further In**

If you have any questions

or evidence from you, [I] OR [we] possible to ask for it. [I] OR [We] supply any such information or he complaints handling process. If ch information or evidence [I] OR ed without it. however please be information or evidence unless [1] ful resolution of your Complaint.

hin <<insert period>>, however in of a complex nature, this may not eason you will be informed of the easons for it.

ire. regardless of the outcome. [1] [my] OR [our] investigation, [my] , and any action taken as a result. al [, subject to your right to seek

[As [I am] OR [we are] regulated connection>>1 <<insert name of istomer, have the right to seek h that organisation if you are not

of your Complaint you may seek <<insert name of organisation>>. ution mechanisms available from contact them by post at <<insert ephone number>>, by email at e at <<insert URL>>.1

reto are treated with the utmost shared with those [employees] know in order to handle your

use details of your Complaint (with training and quality improvement on, you may revoke it at any time r position>>1.

y collect (including, but not limited ed, used and held in accordance w (including but not limited to the and the Privacy and Electronic ur rights thereunder, as set out in Privacy Notice>> available from

mation about any aspect of this

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

S

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

8. Policy Responsibility and

- 8.1 Overall responsibil 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>>.