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1. Definitions

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

“Appeal” means to escalate a Complaint from Level One to Level Two if you are not satisfied with the outcome at Level One;

“Appeal Handler” means the person of <<insert business name>> <<insert level>> who will handle your Complaints;

“Business Day” means any day other than Saturday or Sunday when our business offices are open for their full business day in <<insert location>>;

“Complaint” means a written or verbal communication about [goods] AND/OR [services] provided by <<insert business name>>, or about our subcontractors];

["Complaints Form"] means the Complaints form, available on our website at <<insert location(s)>>];

“Complaint Handler” means the person of <<insert business name>> <<insert level>> who will handle your Complaints;

“Complaints Policy”

“Complaints Procedure” means the Complaints handling procedure of <<insert business name>> which is available on our website at <<insert location(s)>> for your reference;

“Complaint Reference” means the Complaint Reference Code assigned to your Complaint which will be used to track your Complaint;

["External Resolution"] means the resolution of your Complaint to an external dispute resolution organisation for resolution if you are not satisfied with the outcome at Level Two;]

“Level One” means the first stage in our complaints handling process where your Complaint will be handled by the Complaint Handler; and

“Level Two” means the second stage in our complaints handling process where your Complaint will be handled by the Appeal Handler under which you may appeal a Level One Complaint. Your Complaint will be handled by an Appeal Handler.

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2. Purpose of this Complaints Policy

2.1 <<Insert business name>> encourages feedback of all kinds from our customers about our [goods] [services], our contracts [subcontractors], not only to solve it to your satisfaction but we also want to learn from your experience in the future.

encourages feedback of all kinds of complaint about our [goods] AND/OR about our employees [agents] not only to solve it to your satisfaction but we also want to learn from your experience in the future.

2.2 It is our policy to resolve complaints and fairly, where possible without recourse to formal procedures. In particular, the aims of this Complaints Policy are:

and fairly, where possible without recourse to formal procedures. In particular, the aims of this Complaints Policy are:

2.2.1 To provide a fair and equitable process for any customers who wish to make a Complaint about our [goods] AND/OR [services] [subcontractors] [agents] [subcontractors]

provide a fair and equitable process for any customers who wish to make a Complaint about our [goods] AND/OR [services] [subcontractors] [agents] [subcontractors]

2.2.2 To ensure that our customers know how to make a Complaint

or with <<insert business name>> and how to make a Complaint by our customers;

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

and that all Complaints are handled equally and in a fair and timely fashion

2.2.4 To ensure that the information gathered from Complaints and used in the future

is gathered from Complaints and used in the future to improve our business and customer service.

3. What this Complaints Policy covers

3.1 This Complaints Policy covers Complaints about the provision of goods] AND/OR [the provision of services] by <<insert business name>> to our customer service and to our employees [agents]

of goods] AND/OR [the provision of services] by <<insert business name>> to our customer service and to our employees [agents]

3.2 For the purposes of this Policy, <<insert business name>> also includes [subcontractors]

any reference to <<insert business name>> also includes [subcontractors].

3.3 Complaints may relate to the following (but not be limited to):

the following (but not be limited to):

3.3.1 The quality of goods or services you have received from <<insert business name>>

you have received from <<insert business name>>

3.3.2 The behaviour of our employees [agents] [subcontractors]

the competence of our employees [agents] [subcontractors]

3.3.3 [Delays, deficiencies or other problems associated with the sale of goods by <<insert business name>>]

associated with the sale of goods by <<insert business name>>]

3.3.4 [Delays, deficiencies or other problems associated with the provision of goods or services by <<insert business name>>];

or other problems associated with the provision of goods or services by <<insert business name>>];

3.3.5 <<Insert additional details as appropriate>>.

as appropriate>>.

3.4 The following are not covered by this Policy and should therefore be directed to the appropriate department]:

complaints and should therefore be directed to the appropriate department]:

3.4.1 General queries about our [goods] AND/OR [services];

AND/OR [services];

3.4.2 [Returns of goods or services, exchange of goods or services, document errors, or no further contact]

correct or unwanted goods for return or exchange with [my] OR [our] <<insert business name>> and Conditions>> where there is no further contact]



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Two. If you are not satisfied with the resolution of your Complaint to Level One, you may escalate your Complaint to Level Two. Complaints may proceed to Level Two as detailed below.]

Level One, you may escalate your Complaint to Level Two, if you are not satisfied at the end of Level Two, as detailed below.]

5.2 Level One:

5.2.1 Upon receipt of your Complaint as described above in Section 5.1, we will assign your Complaint to a Complaint Handler. The Complaint Handler will contact you to discuss the details of your Complaint and will acknowledge receipt of it in writing within <<insert period>>, giving you a Complaint Reference.

The Complaint Handler will contact you at the <<insert position>> identified in your Complaint in our <<insert location, e.g. email address>> and will acknowledge receipt of it within <<insert period>>, giving you a Complaint Reference.

5.2.2 When we acknowledge your Complaint, we will also provide you with details of your Complaint. This may be the Complaint Handler to whom your Complaint was directed (as above) or your Complaint may be assigned to another appropriate member of our team.

When we acknowledge your Complaint we will also provide you with details of your Complaint. This may be the Complaint Handler to whom your Complaint was directed (as above) or your Complaint may be assigned to another appropriate member of our team.

5.2.3 If your Complaint involves a specific employee [agent] or subcontractor, we will inform you of this and give you a fair opportunity to respond. Any specific employee [agent] or subcontractor involved in your Complaint will be contacted via the Complaint Handler and we will contact the employee [agent] or subcontractor concerning the Complaint while we are working on your Complaint.

If your Complaint involves a specific employee [agent] or subcontractor, we will inform you of this and give you a fair opportunity to respond. Any specific employee [agent] or subcontractor involved in your Complaint will be contacted via the Complaint Handler and we will contact the employee [agent] or subcontractor concerning the Complaint while we are working on your Complaint.

5.2.4 If we require further information or evidence from you, the Complaint Handler will contact you as quickly as is reasonably possible to ask for it. We will make reasonable efforts to supply any such information or evidence as quickly as is reasonably possible in order to avoid delaying the resolution of your Complaint. If you are for any reason unable to provide such information or evidence, we will use all reasonable efforts to proceed with your Complaint. You should be aware that we will not ask for information or evidence unless we consider it important to the successful resolution of your Complaint.

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5.2.5 We aim to resolve your Complaint as quickly as possible, however in some circumstances, such as where your Complaint is of a complex nature, this may not be possible. You will be informed of the likely length of the delay and the reasons for it.

We aim to resolve your Complaints within <<insert period>>, however in some circumstances, such as where your Complaint is of a complex nature, this may not be possible for any reason. You will be informed of the likely length of the delay and the reasons for it.

5.2.6 At the conclusion of the Complaints procedure, regardless of the outcome of your Complaint, you will be provided with full details of our investigation, our conclusions, our recommendations, and any action taken as a result. You will also be informed of your right to appeal our decision and escalate your Complaint to Level Two in the form of an Appeal.

At the conclusion of the Complaints procedure, regardless of the outcome of your Complaint, you will be provided with full details of our investigation, our conclusions, our recommendations, and any action taken as a result. You will also be informed of your right to appeal our decision and escalate your Complaint to Level Two in the form of an Appeal.

5.3 Level Two:

5.3.1 If you are not satisfied with the resolution of your Complaint at Level One, you may escalate your Complaint to Level Two. Appeals are handled by <<insert staff name>> level members of our team.

If you are not satisfied with the resolution of your complaint at Level One, you may escalate your Complaint to Level Two. Appeals are handled by <<insert staff name>> level members of our team.

5.3.2 Appeals, which should be directed to the Complaint Handler who will forward the request to a Complaint Handler. Receipt of Appeals will be acknowledged within <<insert period>>. When we

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we will also provide details of your

5.3.3 If your Complaint is made by a subcontractor, we will provide you with a further opportunity to discuss the employee's performance only via the Appeal process. You should not contact the subcontractor directly concerning the Complaint.

a specific employee [agent] informed of your Appeal and given the opportunity for communication between you and the employee [agent] in question should take place. You should respectfully ask that you do not contact the subcontractor [agent] in question directly as we are working to resolve it.

5.3.4 If we require further information from you, the Appeal Handler will contact you. We ask you to provide the information as soon as possible. We ask you to provide such information to proceed with the Appeal. We will not accept further information if it is not successful resolution.

For evidence from you, the Appeal Handler is reasonably possible to ask for you to make reasonable efforts to supply any such information as soon as possible in order to avoid delaying the Appeal. You are for any reason unable to provide such information, we will use all reasonable efforts to resolve the Appeal. You should be aware that we will not ask for further information unless we consider it important to the successful resolution of the Appeal.

5.3.5 We aim to resolve your Complaint as quickly as possible, however in some circumstances, for example if your Complaint is of a complex nature, this may not be possible. You will be informed of the likely reasons for any delay.

We aim to resolve your Complaints within <<insert period>>, however in some circumstances, for example if your Complaint is of a complex nature, this may not be possible for any reason. You will be informed of the likely length of the delay and the reasons for any delay.

5.3.6 At the conclusion of the Appeal procedure, regardless of the outcome, we will provide you with all details of our investigation, our conclusions and any action taken as a result. Our decision is final. You may seek External Resolution, subject to your right to seek External Resolution.

At the conclusion of the Appeal procedure, regardless of the outcome, we will provide you with all details of our investigation, our conclusions and any action taken as a result. Our decision is final. You may seek External Resolution, subject to your right to seek External Resolution.

5.3.7 [[As we are regulated by the appropriate regulatory organisation, we have the right to seek External Resolution of your Complaint if you are not satisfied with the outcome of the Appeal.]

[If we are regulated by the appropriate regulatory organisation, we have the right to seek External Resolution of your Complaint if you are not satisfied with the outcome of the Appeal.]

5.4 [External Resolution]

5.4.1 If you are not satisfied with the outcome of your Complaint at Level Two you may seek External Resolution. You may contact the name of the organisation providing the resolution, the name of the organisation, the telephone number of the organisation or the email address <<insert email address>>, or the website <<insert URL>>.

If you are not satisfied with the outcome of your Complaint at Level Two you may seek External Resolution. You may contact the name of the organisation providing the resolution, the name of the organisation, the telephone number of the organisation or the email address <<insert email address>>, or the website <<insert URL>>.

6. Confidentiality and Data Protection

6.1 All Complaints and Appeals are treated with the utmost confidence. Such information is only shared with those employees [agents] [subcontractors] [business name] who need to know in order to handle your Complaint or Appeal.

All Complaints and Appeals are treated with the utmost confidence. Such information is only shared with those employees [agents] [subcontractors] [business name] who need to know in order to handle your Complaint or Appeal.

6.2 We may ask for your personal details regarding your Complaint or Appeal in order to improve our training and quality improvement.

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purposes. If you have any questions about this policy, you may contact us by contacting <<insert name and position / department>>, whose details are provided above in Section 4.

on, you may revoke it at any time by contacting <<insert name and position>>, whose details are provided above in Section 4.

6.3 All personal information (including, but not limited to, your name and address) that we collect and held in accordance with the provisions of UK data protection law (including but not limited to the UK GDPR, the Data Protection Act 2018 and the Privacy and Electronic Communications Regulations) will be processed in accordance with our rights thereunder, as set out in our <<insert document name>> <<insert location(s)>> available from <<insert location(s)>>.

(including, but not limited to, your name and address) that we collect and held in accordance with the provisions of UK data protection law (including but not limited to the UK GDPR, the Data Protection Act 2018 and the Privacy and Electronic Communications Regulations) will be processed in accordance with our rights thereunder, as set out in our <<insert document name>> <<insert location(s)>> available from <<insert location(s)>>.

**7. Questions and Further Information**

If you have any questions about this Complaints Policy or about our Complaints Procedure, please contact <<insert name and position / department>>, by telephone on <<insert telephone number>> or by email on <<insert email address>>.

information about any aspect of this Complaints Policy or about our Complaints Procedure, please contact <<insert name and position / department>>, by telephone on <<insert telephone number>> or by email on <<insert email address>>.

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**8. Policy Responsibility and Ownership**

8.1 Overall responsibility for this Policy will be held by <<insert business name>> and the implementation of this Policy will be the responsibility of <<insert name and position / department etc.>>.

Policy within <<insert business name>> and the implementation of this Policy will be the responsibility of <<insert name and position / department etc.>>.

8.2 This Complaints Policy will be reviewed and updated as required.

and updated as required.

8.3 This Complaints Policy was last updated on <<insert date>>.

<<insert date>>.

8.4 This Complaints Policy will be reviewed and updated as required.

<<insert date>>.

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