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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>> at <<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 statement about [goods] AND/OR [services] of <<insert business name>>, or about our subcontractors];

["Complaints Form"] means the Complaints form, available on our website at <<insert website address>>;]

“Complaints Policy”

“Complaints Procedure” means our complaints handling procedure of <<insert business name>> which is available on our website at <<insert website address>> for your use;

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

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

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

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

“Level Two” means the second stage in our complaints handling process where your Complaint will be handled by the Level One Complaint Handler. Your Complaint will be handled by Level Two if you are not satisfied with the outcome at Level One;

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“Level Two Complaint Handler”

of <<insert business <<insert level>> who will complaints;

“Level Three”

al stage in our complaints der which you may appeal el Two Complaint. Your ed 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 [goods] [services], our contractors [subcontractors], not only to solve it to your satisfaction but we also want to learn from your experience in the future to improve our business and customer service.

encourages feedback of all kinds complaint about our [goods] AND/OR about our employees [agents] solve it to your satisfaction but we improve our business and customer service.

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

and fairly, where possible without bodies. In particular, the aims of

2.2.1 To provide a clear and simple process for any customers who wish to make a Complaint about <<insert business name>>, our [goods] AND/OR [services] [agents] [subcontractors] service, or about our employees [agents] [subcontractors].

re for any customers who wish to business name>>, our [goods] service, or about our employees

2.2.2 To ensure that the Complaints Policy is known and understood by our customers and employees.

or with <<insert business name>> de by our customers;

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

handled equally and in a fair and

2.2.4 To ensure that the Complaints Policy is used in the future to improve our business and customer service.

is gathered from Complaints and information arising again.

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3. What this Complaints Policy covers

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

of goods] AND/OR [the provision to our customer service and to our

3.2 For the purposes of this Complaints Policy, any reference to <<insert business name>> also includes our contractors [subcontractors].

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

3.3 Complaints may relate to any aspect of our business and may include (but not be limited to):

ties and may include (but not be

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

ou have received from <<insert business name>>.

3.3.2 The behaviour of our employees [agents] [subcontractors] in the course of their duties.

competence of our employees

3.3.3 [Delays, deficiencies or non-compliance] associated with the sale of goods by <<insert business name>>.

associated with the sale of goods

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3.3.4 [Delays, def... the provision... or other problems associated with... business name>>];

3.3.5 <<Insert add... ve as appropriate>>.

3.4 The following are r... complaints and should therefore be... directed to the appr... department]:

3.4.1 General que... AND/OR [services];

3.4.2 [Returns of... exchange o... correct or unwanted goods for... document e... e with [my] OR [our] <<insert... and Conditions>> where there is... no further co...

3.4.3 Matters conc... er legal disputes;

3.4.4 Formal requ... of information, for example, under... applicable le...

3.4.5 <<Insert add... ve as appropriate>>.

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4. Making a Complaint

4.1 All Complaints, wh... [goods] AND/OR [services], our... customer service, ... ents] [subcontractors], should be... made in one of the t...

4.1.1 [In writing, ... name and/or position>>, <<insert... address>>];

4.1.2 [By email, a... me and/or position>> at <<insert... email addres...

4.1.3 [Using our ... ing the instructions included with... the form;]

4.1.4 [By contacti... <insert telephone number>> [and... choosing op... when prompted.]]

4.2 When making a C... required to provide the following... information in as mu... y possible:

4.2.1 Your name, ... mber and email address (We will... contact you... contact method as your Complaint is... handled);

4.2.2 If you are ... n behalf of someone else, that... person's nar... s well as your own;

4.2.3 If you are ... out a particular transaction, the... <<insert refe... r number, invoice number etc.>>;

4.2.4 If you mak... t a particular employee [agent]... [subcontract... nd, where appropriate, position of... that employe...];

4.2.5 Further deta... cluding, as appropriate, all times, ... dates, event...

4.2.6 Details of a... evidence you wish to rely on in... support of yo...

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4.2.7 Details of w
resolve your
we will mak
we are not
contractually

insert business name>> to do to
ings right. (Please note that whilst
t to accommodate such requests,
on beyond that which we may be
ged to take.)

4.2.8 <<Insert add

rove as appropriate>>.

5. **How We Handle Your Com**

5.1 <<Insert business
procedure. Followi
Complaints to your
Two or Level Three
escalate your Com
Level Two your Co
will be handled by
of trustees etc.>>.
Complaints may pro

three-stage complaints handling
dure, our aim is to always resolve
e without further recourse to Level
at the end of Level One, you may
you are not satisfied at the end of
d to Level Three at which point it
gement, board of directors, board
sified at the end of Level Three,
ation as detailed below.]

5.2 Level One:

5.2.1 Upon receipt
above in Sec
complaints le
of it in writ
Reference.

he <<insert position>> identified
plaint in our <<insert location, e.g.
c.>> and will acknowledge receipt
riod>>, giving you a Complaint

5.2.2 When we ac
details of yo
position>> to
your Compl
team.

our Complaint we will also provide
Handler. This may be the <<insert
complaint was directed (as above) or
another appropriate member of our

5.2.3 If your C
[subcontract
given a fa
communicat
in question
Handler and
[agent] [sub
while we are

a specific employee [agent]
informed of your Complaint and
opportunity to respond. Any
employee [agent] [subcontractor]
y via the Level One Complaint
you do not contact the employee
directly concerning the Complaint

5.2.4 If we require
One Compl
possible to a
any such inf
complaints
provide such
to proceed v
further inform
successful r

or evidence from you, the Level
you as quickly as is reasonably
u use reasonable efforts to supply
ckly in order to avoid delaying the
ou are for any reason unable to
e we will use all reasonable efforts
e be aware that we will not ask for
ss we consider it important to the
int.

5.2.5 We aim to
however in s
nature, this
you will be i
reasons for i

omplaints within <<insert period>>,
if your Complaint is of a complex
this is not possible for any reason
e likely length of the delay and the

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5.2.6 At the conclusion of the complaints procedure, regardless of the outcome with full details of our investigation, our conclusion, and any action taken as a result. You will retain your right to appeal our decision and escalate to Level Two.

complaints procedure, regardless of the outcome with full details of our investigation, our conclusion, and any action taken as a result. You will retain your right to appeal our decision and escalate to Level Two.

5.3 Level Two:

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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. Your complaint will be handled by senior level members of our team.

resolution of your complaint at Level One, you may escalate your complaint to Level Two. Your complaint will be handled by senior level members of our team.

5.3.2 Escalation requests should be directed to the Level Two Complaint Handler who will forward the request to a senior level Complaint Handler. Receipt of the request will be acknowledged in writing within <<insert period>>. We will also provide you with a receipt of your escalation request to the Level Two Complaint Handler.

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5.3.3 If your Complaint involves a specific employee [agent] or subcontractor, we will inform you of your Level Two Complaint opportunity to respond. Any response should be communicated via the Level Two Complaint Handler and not directly to the employee [agent] or subcontractor while we are investigating.

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5.3.4 If we require you to provide evidence or information, you are expected to provide it as quickly as is reasonably practicable. You should use reasonable efforts to supply us with the evidence or information as quickly as possible in order to avoid delaying the investigation process. If you are unable to provide evidence or information for any reason, we will use all available evidence or information, however please be aware that we will not accept evidence or information unless we consider it relevant to the investigation of your Complaint.

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

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5.3.6 At the conclusion of the complaints procedure, regardless of the outcome with full details of our investigation, our conclusion, and any action taken as a result. You will retain your right to appeal our decision and escalate to Level Three.

complaints procedure, regardless of the outcome with full details of our investigation, our conclusion, and any action taken as a result. You will retain your right to appeal our decision and escalate to Level Three.

5.4 Level Three:

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5.4.1 If you are not satisfied with the resolution of your complaint at Level Two, you may escalate your complaint to Level Three where it will be handled by our Board of directors, board of trustees etc.>>.

resolution of your complaint at Level Two, you may escalate your complaint to Level Three where it will be handled by our Board of directors, board of trustees etc.>>.

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5.4.2 Appeals, queries or complaints should be directed to the Complaint Handler who will forward the request to a relevant person. Receipt of Appeals will be acknowledged within <<insert period>>. When we acknowledge your Appeal we will also provide details of your Appeal Handler.

Complaint Reference, should be sent to the Complaint Handler who will forward the request to a relevant person. Receipt of Appeals will be acknowledged within <<insert period>>. When we acknowledge your Appeal we will also provide details of your Appeal Handler.

5.4.3 If your Complaint is about a specific employee [agent] or subcontractor, you will be informed of your Appeal and given the opportunity for communication between you and the employee [agent] or subcontractor in question should take place only via the Complaint Handler. We respectfully ask that you do not contact the employee [agent] or subcontractor in question directly as we are working to resolve it.

If your Complaint is about a specific employee [agent] or subcontractor, you will be informed of your Appeal and given the opportunity for communication between you and the employee [agent] or subcontractor in question should take place only via the Complaint Handler. We respectfully ask that you do not contact the employee [agent] or subcontractor in question directly as we are working to resolve it.

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

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5.4.5 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 length of the delay and the reasons for it.

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 it.

5.4.6 At the conclusion of the Complaint Resolution 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, subject to your right to seek External Resolution.

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

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

5.5 [External Resolution]

5.5.1 If you are not satisfied with the resolution of your Complaint at Level Three you may request External Resolution from <<insert name of resolution organisation>> by post at <<insert address>>, by telephone on <<insert telephone number>>, by email at <<insert email address>>, or <<insert URL>>.

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6. Confidentiality and Data Protection

6.1 All Complaints and related information are treated with the utmost confidentiality. Such information will not be shared with those employees [agents] [subcontractors] <<insert business name>> who need to know in order to resolve your Complaint.

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order to handle you

6.2 We may ask for your personal details for the purposes of handling your complaint. If you have provided your details, you may revoke it at any time by contacting <<insert name and position / department / location(s)>>, whose details are provided above in Section 4.

details of your Complaint (with your name and contact details) for training and quality improvement purposes. If you have provided your details, you may revoke it at any time by contacting <<insert name and position / department / location(s)>>, whose details are provided above in Section 4.

6.3 All personal information (including, but not limited to, your name and address) will be stored 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. For more information on our rights thereunder, as set out in our <<insert document name>> Notice available from <<insert location(s)>>.

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7. **Questions and Further Information**

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

If you have any questions about any aspect of this Complaints Policy or about our services, please contact <<insert name and position / department / location(s)>> by telephone on <<insert telephone number>> or by email at <<insert email address>>.

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8. **Policy Responsibility and Ownership**

8.1 Overall responsibility for this Policy lies with <<insert business name>> and the implementation is the responsibility of <<insert name and position / department etc.>>.

Overall responsibility for this Policy lies with <<insert business name>> and the implementation is the responsibility of <<insert name and position / department etc.>>.

8.2 This Complaints Policy is reviewed and updated as required.

This Complaints Policy is reviewed and updated as required.

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

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

8.4 This Complaints Policy is owned by <<insert name and position / department etc.>>.

This Complaints Policy is owned by <<insert name and position / department etc.>>.

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