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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] provided by <<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 for <<insert business name>> which is available on our website at <<insert website address>> and is located at <<insert location(s)>> for your reference;

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

[“External Resolution”] means the transfer of your Complaint to an external 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 Complaint Handler under which you may appeal your Level One Complaint. 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 [agents] [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 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 route for any customers who wish to make a Complaint to <<insert business name>>, our [goods] AND/OR [services] [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 to all our employees and with <<insert business name>> made by our customers;

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

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

handled equally and in a fair and

2.2.4 To ensure that Complaints are 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 the provision 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 Policy, any reference to <<insert business name>> also includes our [goods] [services] [agents] [subcontractors].

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

3.3 Complaints may relate to any of the following (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

3.3.2 The behaviour of our employees [agents] [subcontractors] or the competence of our employees

competence of our employees

3.3.3 [Delays, defects or damage] 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... exchange with [my] OR [our] <<insert... and Conditions>> where there is

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, [agents] [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... and, 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

4.2.8 <<Insert add... ove 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

5.2 Level One:

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

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

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

5.2.4 If we require... One Complai... possible to a... any such inf... complaints... provide such... to proceed w... further inform... successful re

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

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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:

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 our Level Two Complaint Handler. Receipt of your complaint will be handled by our Level Two Complaint Handler.

resolution of your complaint at Level One, you may escalate your complaint to Level Two. Your complaint will be handled by our Level Two Complaint Handler. Receipt of your complaint will be handled by our Level Two Complaint Handler.

5.3.2 Escalation requests should be directed to the Level Two Complaint Handler who will forward the request to the appropriate Level Two Complaint Handler. Receipt of your escalation request will be acknowledged in writing within <<insert period>>. We will also provide you with a copy of the 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 submitted via the Level Two Complaint Handler and not directly to the employee [agent] or subcontractor while we are investigating the Complaint.

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5.3.4 If we require you to provide evidence or information, you will be asked to provide it as quickly as is reasonably practicable. You should use reasonable efforts to supply the information to us quickly in order to avoid any delay in the process. If you are unable to provide the information or evidence we will use all the information and evidence available to us, however please be aware that we will not accept information or evidence unless we consider it to be important 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.

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5.4 Level Three:

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. Your complaint will be handled by our Level Three Complaint Handler. Receipt of your complaint will be handled by our Level Three Complaint Handler.

resolution of your complaint at Level Two, you may escalate your complaint to Level Three. Your complaint will be handled by our Level Three Complaint Handler. Receipt of your complaint will be handled by our Level Three Complaint Handler.

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5.4.2 Appeals, queries and 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 you are asked to make reasonable efforts to supply any such information as requested in order to avoid delaying the process. If you are for any reason unable to provide such information, we will use all reasonable efforts to resolve the Complaint. Please be aware that we will not ask for information that we consider it important to the successful resolution of the Complaint.

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 you are asked to make reasonable efforts to supply any such information as requested in order to avoid delaying the process. If you are for any reason unable to provide such information, we will use all reasonable efforts to resolve the Complaint. Please be aware that we will not ask for information that we consider it important to the successful resolution of the Complaint.

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 for any reason. We will advise you of the likely length of the delay and the reasons for it.

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5.4.6 At the conclusion of the Complaint Resolution procedure, regardless of the outcome, we will provide you with full 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 relevant regulatory body] or appropriate regulatory body, you, as a member of our 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 relevant regulatory body] or appropriate regulatory body, you, as a member of our 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>>. You may contact <<insert name of resolution organisation>> by telephone on <<insert telephone number>>, by post at <<insert address>>, or by email at <<insert email address>>.

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>>. You may contact <<insert name of resolution organisation>> by telephone on <<insert telephone number>>, by post at <<insert address>>, or by email at <<insert email address>>.

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] [business name] who need to know in order to resolve the 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 / contact details>>, 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 / contact details>>, whose details are provided above in Section 4.

6.3 All personal information that we hold about you (including, but not limited to, your name and address) will be 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 and your 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 / contact details>> 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 / contact details>> 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 Complaints Policy lies with <<insert business name>> and the implementation is the responsibility of <<insert name and position / department etc.>>.

Overall responsibility for this Complaints 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 owned by <<insert name and position / department etc.>> and updated as required.

This Complaints Policy is owned by <<insert name and position / department etc.>> 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 will be reviewed on <<insert date>>.

This Complaints Policy will be reviewed on <<insert date>>.

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