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1. **Definitions and Interpretation**

1.1 In this Complaints Procedure the following expressions have the following meanings:

“Appeal”

a Customer to escalate a Complaint to Level Two following an appeal at Level One;

“Appeal Handler”

an employee of <<insert business name>> <<insert level>> who will handle appeals;

“Business Day”

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

“Complaint”

any written or verbal communication from a Customer about the services provided by <<insert business name>>, about our staff or about our premises;

[“Complaints Form”]

the Complaints Form for use by Customers, available from <<insert location>>;

“Complaint Handler”

an employee of <<insert business name>> <<insert level>> who will handle Complaints;

“Complaints Policy”

the Complaints Policy, available from <<insert location>>;

“Complaint Reference”

the Complaint Reference assigned to a Complaint or Complaints Form that Complaint;

“Customer”

any person or company who is a customer of <<insert business name>>;

[“Data Protection Policy”]

the Data Protection Policy, available from <<insert location>>;

“Decision Letter”

a letter prepared by a Complaint Handler or Complaints Form to inform a Customer of the outcome of their Complaint;

[“External Resolution”]

any external dispute resolution scheme for resolution of a Complaint if a Customer is not satisfied with the outcome of the Complaint;

“Investigation Report”

a report prepared by a Complaint Handler or Complaints Form detailing his/her findings and recommendations;

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“Level One”

in this Complaints Handling Procedure, which Complaints will be referred to the Complaint Handler;

“Level Two”

the next stage in this Complaints Handling Procedure, under which a Customer may appeal the outcome of a Level One Complaint, which Complaints will be referred to the Complaint Handler;

[“Professional Body”

the name of regulator, e.g. RICS,

[“Recommendation”]

the recommended resolution to a Complaint, referred to a Complaint Handler or the Professional Body;

“Resolution Action”

the actions to be taken in response to a Complaint, as detailed in Section 8.

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2. What this Complaints Handling Procedure covers

2.1 This Complaints Handling Procedure covers the provision of service to our customers and to our staff.

Complaints Handling Procedure, to our customer service representatives, to our employees, agents and subcontractors.

2.2 For the purposes of this Complaints Handling Procedure, any reference to our employees, agents and subcontractors.

any reference to our employees, agents and subcontractors.

2.3 Complaints may relate to the following matters (but are not limited to):

Complaints may include (but are not limited to):

2.3.1 The quality of service provided;

competence of our staff;

2.3.2 The behaviour of our staff;

2.3.3 <<Insert additional matters>>.

as appropriate>>.

2.4 The following do not constitute Complaints and matters should be referred to the relevant department:

Customers raising such questions should refer to the relevant department [person] OR [department]:

2.4.1 General enquiries;

;

2.4.2 Matters concerning legal disputes;

legal disputes;

2.4.3 Formal requests for information, limited to, the provisions of the Freedom of Information Act;

of information including, but not limited to, the provisions of the Freedom of Information Act;

2.4.4 <<insert additional matters>>.

as appropriate>>.

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3. Receipt and Recording of Complaints

3.1 Customers may make a Complaint to our Customer Service Centre using any of the following methods:

to our Customer Service Centre using any of the following methods:

3.1.1 [In writing, by post, to our Customer Service Centre, at <<insert business name and/or position>>, <<insert address>>];

<<insert business name and/or position>>, <<insert address>>];

3.1.2 [By email, to our Customer Service Centre, at <<insert business name and/or position>> at <<insert email address>>];

<<insert business name and/or position>> at <<insert email address>>];

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3.1.3 [Using our Complaint Form, please follow the instructions included with the form;]

3.1.4 [By contacting us at <<insert telephone number>> [and when prompted.]]

3.2 Upon receipt of Complaint, the following steps should be taken [immediately] OR [within <<insert period>>]:

3.2.1 [If a written Complaint is received by post, <<insert name and/or position>> must ensure the Complaint is logged or recorded;]

3.2.2 [If a written Complaint is received by email, <<insert name and/or position>> must ensure the Complaint is logged or recorded;]

3.2.3 [If a Complaint is received by telephone, <<insert name and/or position>> must ensure the Complaint is recorded;]

3.2.4 [If a Complaint is received by any other means, <<insert name and/or position>> must ensure the Complaint is recorded.]

3.3 All Complaints must be assigned to an appropriate Complaint Handler within <<insert period>> of receipt. The Complaint Reference and forwarded to an appropriate Complaint Handler in accordance with Section 6.1,

3.4 All Complaints must be acknowledged in writing within <<insert period>> of receipt. The acknowledgement should include the Complaint Reference, their assigned Complaint Handler, <<insert business name>>'s Customer Complaint Handling Procedure].

4. **Complaint Information**

4.1 Customers are advised that the following information should be provided to us, where reasonably possible when making a Complaint:

4.1.1 The Customer's name, telephone number and email address, where appropriate, for communication;

4.1.2 If the Complaint is made by a third party, the information should be provided in reference to both parties;

4.1.3 If the Complaint relates to property, the property details;

4.1.4 If the Complaint is made by a member of staff, the name and position of the staff member;

4.1.5 Further details including, as appropriate, all times, dates, events and circumstances;

4.1.6 Details of any evidence on which the Customer is relying to support the Complaint;

4.1.7 Details of how the Customer would like <<insert business name>> to resolve the Complaint. We will undertake to make all reasonable efforts to accommodate the Customer's requests, however, we are not bound to take any action which we may be contractually or otherwise prevented from doing;

4.1.8 <<insert additional information>> where appropriate.

4.2 If the information provided is missing, insufficiently detailed, or

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incomplete, [<<insert >> should contact the Customer within <<insert period>> receipt of the Complaint to request further information] <<insert period>> should contact the Customer within <<insert period>> request further information being assigned to the Complaint to

>> should contact the Customer within <<insert period>> receipt of the Complaint to request further information] <<insert period>> should contact the Customer within <<insert period>> request further information being assigned to the Complaint to

5. **Complaint Levels**

5.1 <<Insert business procedure. Upon accordance with the policy to use all Customers' satisfac

two-stage complaints handling complaints should be handled in set out in Section 6 below. It is our s to resolve all Complaints to

5.2 If a Customer is not One, he/she may re form of an Appeal accordance with the

olution of their Complaint at Level t is escalated to Level Two in the Complaint should be handled in et out in Section 7 below.

5.3 [If a Customer is not Two, he/she has the detailed in Section 9

olution of their Complaint at Level matter for External Resolution as

6. **Level One Complaints**

6.1 [The following staff Level One Complai

and eligible Complaint Handlers for

6.1.1 Complaints p <<Insert name>>, <<insert contact details>>; <<Insert name>>, <<insert contact details>>; <<Insert furth

service may be referred to:

6.1.2 Complaints behaviour and/or professional competence <<Insert name>>, <<insert contact details>>; <<Insert name>>, <<insert contact details>>; <<Insert furth

behaviour and/or professional red to:

6.1.3 [<<Insert a appropriate>

of Complaint or remove as

OR

6.1 [The following staff Level One Complai

and eligible Complaint Handlers for

<<Insert name>>, <<insert contact details>>; <<Insert name>>, <<insert contact details>>; <<Insert furth

>>, <<insert contact details>>; >>, <<insert contact details>>;

6.2 Upon receipt of a Complaint Handler shall consider the

Complaint Handler shall consider the

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Complaint and make a decision on whether to:

<insert period>> Business Days

6.2.1 Investigate the Complaint in the case the Complaint is considered to be valid, in which case the Complaint Handler shall follow the process set out in Section 6.3; or

is considered to be valid, in which case the Complaint Handler shall follow the process set out in Section 6.3; or

6.2.2 Dismiss the Complaint. The Complaint Handler shall inform the Customer of his/her decision in writing within <insert period>> Business Days.

is considered to be invalid, in which case the Complaint Handler shall inform the Customer of his/her decision in writing within <insert period>> Business Days.

6.3 Subject to delays beyond his/her reasonable control (including, but not limited to, delays in communications), the Complaint Handler shall have a period of <<insert period>> Business Days to investigate the Complaint and to decide upon appropriate action.

investigate the Complaint and to decide upon appropriate action.

6.4 If the Complaint relates to a staff member (a "Complainee"), the Complaint Handler shall contact the Complainee in question of the Complaint and arrange [meetings or telephone calls] as required to discuss the Complaint. In some circumstances, confidential information regarding the Complaint. If the Customer contacts the Complainee, they are requested to respect the Confidentiality Policy. If the Customer respectfully refuses to discuss the Complaint, the Complaint Handler should refer the Customer to Section 5.2.3 of our Complaints Policy. If the Customer contacts the Complainee, they are requested to respect the Confidentiality Policy. If the Customer respectfully refuses to discuss the Complaint, the Complaint Handler should refer the Customer to Section 5.2.3 of our Complaints Policy.

If the Complaint relates to a staff member (a "Complainee"), the Complaint Handler shall contact the Complainee in question of the Complaint and arrange [meetings or telephone calls] as required to discuss the Complaint. In some circumstances, confidential information regarding the Complaint. If the Customer contacts the Complainee, they are requested to respect the Confidentiality Policy. If the Customer respectfully refuses to discuss the Complaint, the Complaint Handler should refer the Customer to Section 5.2.3 of our Complaints Policy.

6.5 If the Complaint Handler has received information or evidence in support of the Complaint, the Complaint Handler shall contact the Customer using the Customer's preferred method of communication, stating clearly what information or evidence has been received. Customers should be respectfully reminded that any delay in providing information or evidence to such a request may delay the resolution of their Complaint. The Complaint Handler shall follow the process set out in Section 5.2.4 of our Complaints Policy.

information or evidence in support of the Complaint, the Complaint Handler shall contact the Customer using the Customer's preferred method of communication, stating clearly what information or evidence has been received. Customers should be respectfully reminded that any delay in providing information or evidence to such a request may delay the resolution of their Complaint. The Complaint Handler shall follow the process set out in Section 5.2.4 of our Complaints Policy.

6.6 If a Customer is requested under Section 5.2.4 to provide information or evidence in support of the Complaint, the Complaint Handler must nevertheless use all reasonable endeavours to investigate the Complaint. If, however, the Complaint Handler considers that it is not possible to uphold the Complaint in the absence of the required information or evidence, he or she may close the Complaint and inform the Customer of the outcome in accordance with Sections 6.9 to 6.12.

provide information or evidence in support of the Complaint, the Complaint Handler must nevertheless use all reasonable endeavours to investigate the Complaint. If, however, the Complaint Handler considers that it is not possible to uphold the Complaint in the absence of the required information or evidence, he or she may close the Complaint and inform the Customer of the outcome in accordance with Sections 6.9 to 6.12.

6.7 The Complaint Handler shall evaluate the Complaint, taking full account of all relevant information, evidence and circumstances and shall maintain full confidentiality at all times.

evaluate the Complaint, taking full account of all relevant information, evidence and circumstances and shall maintain full confidentiality at all times.

6.8 [Subject to the exception in Section 6.8.1,] During the investigation of the Complaint, the Complaint Handler shall have access to all records, information and staff that may be relevant to the Complaint and shall carry out an impartial and thorough investigation.

[Subject to the exception in Section 6.8.1,] During the investigation of the Complaint, the Complaint Handler shall have access to all records, information and staff that may be relevant to the Complaint and shall carry out an impartial and thorough investigation.

6.8.1 [Access to records, information and staff that may be relevant to the Complaint shall require the following information:]

[Access to records, information and staff that may be relevant to the Complaint shall require the following information:]

- a) <<delete name and/or position>>;
- b) <<delete name and/or position>>;
- c) <<insert name and/or position>>.

- a) <<delete name and/or position>>;
- b) <<delete name and/or position>>;
- c) <<insert name and/or position>>.

6.9 Following his/her evaluation, the Complaint Handler shall reach a decision within <insert period>> Business Days.

Following his/her evaluation, the Complaint Handler shall reach a decision within <insert period>> Business Days.

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exceptions noted throughout this section and in Section 8.

options that may be chosen are set out

6.10 [Upon reaching a decision, the Complaint Handler shall send an Investigation Report and Recommendation and/or position within <<insert period>> Business Days.

Complaint Handler shall send an Investigation Report and Recommendation and/or position within <<insert period>> Business Days.

6.11 In the event that <<insert name and/or position>> does not agree with the Complaint Handler's Recommendation, <<insert name and/or position>> must give reasons for the decision and/or Recommendation, and the Complaint Handler and the Lettering Agent shall have a further <<insert period>> Business Days to revise his/her decision and/or Recommendation, and submit it to <<insert name and/or position>> for review. Following resubmission, <<insert name and/or position>> agree with the decision and/or Recommendation, <<insert name and/or position>>'s Recommendation shall be final.]

<<insert name and/or position>> does not agree with the Complaint Handler's Recommendation, <<insert name and/or position>> must give reasons for the decision and/or Recommendation, and the Complaint Handler and the Lettering Agent shall have a further <<insert period>> Business Days to revise his/her decision and/or Recommendation, and submit it to <<insert name and/or position>> for review. Following resubmission, <<insert name and/or position>> agree with the decision and/or Recommendation, <<insert name and/or position>>'s Recommendation shall be final.]

6.12 [Upon reaching a final decision under Section 6.10, the Complaint Handler shall send a Decision Letter to the Customer by first class post, and shall remind the Customer of their right to escalate the Complaint to Level Two. <<insert number>> copy/copies of the Decision Letter should be kept for <<describe steps for retention>> etc.>>.

9] OR [Upon receiving approval or agreement, as applicable], the Complaint Handler shall send a Decision Letter to the Customer by first class post, and shall remind the Customer of their right to escalate the Complaint to Level Two. <<insert number>> copy/copies of the Decision Letter should be kept for <<describe steps for retention>> etc.>>.

6.13 If a delay either occurs or is likely to occur at any stage of the Level One procedure, the Customer should be informed of the length of the delay and the reasons therefor.

likely to occur at any stage of the Level One procedure, the Customer should be informed of the length of the delay and the reasons therefor.

6.14 The Customer shall be given <<insert period>> Business Days within which to make an Appeal to Level Two.

<<insert period>> Business Days within which to make an Appeal to Level Two.

6.15 Upon receipt of an Appeal, the following steps should be taken [immediately] by the Complaint Handler:

Upon receipt of an Appeal, the following steps should be taken [immediately] by the Complaint Handler:

6.15.1 [If a written Appeal is received by post, the Complaint Handler must <<describe steps for retention>>];

6.15.1 [If a written Appeal is received by post, the Complaint Handler must <<describe steps for retention>>];

6.15.2 [If a written Appeal is received by email, the Complaint Handler must <<describe steps for retention>>];

6.15.2 [If a written Appeal is received by email, the Complaint Handler must <<describe steps for retention>>];

6.15.3 [If an Appeal is received by telephone, the Complaint Handler must <<describe steps for retention>>].

6.15.3 [If an Appeal is received by telephone, the Complaint Handler must <<describe steps for retention>>].

6.16 All Appeals must be handled in accordance with Section 6.15.

6.16 All Appeals must be handled in accordance with Section 6.15.

6.17 All Appeals must be acknowledged in writing within <<insert period>> of receipt by <<insert name and/or position>>. The acknowledgement should inform the Customer of the name and position of the Complaint Handler.

6.17 All Appeals must be acknowledged in writing within <<insert period>> of receipt by <<insert name and/or position>>. The acknowledgement should inform the Customer of the name and position of the Complaint Handler.

7. Level Two Complaints

7.1 [The following staff <<insert name and/or position>> and eligible Appeal Handlers for

<<insert name and/or position>> and eligible Appeal Handlers for

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- Level Two Complaint
- 7.1.1 Appeals per... ce may be referred to:
 <<Insert name...>>, <<insert contact details>>;
 <<Insert name...>>, <<insert contact details>>;
 <<Insert furth...
- 7.1.2 Appeals per... and/or professional competence of
 our staff may
 <<Insert name...>>, <<insert contact details>>;
 <<Insert name...>>, <<insert contact details>>;
 <<Insert furth...
- 7.1.3 [<<Insert ad... eal or remove as appropriate>>.]

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OR

- 7.1 [The following staff... and eligible Appeal Handlers for
 Level Two Complai...
 <<Insert name...>>, <<insert contact details>>;
 <<Insert name...>>, <<insert contact details>>;
 <<Insert furth...

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- 7.2 Upon receipt of an... dler shall consider the Appeal and
 make a decision wit... siness Days whether to:
 7.2.1 Investigate t... s considered to be valid, in which
 case the pro... om Section 7.3; or
 7.2.2 Dismiss the... red to be invalid, in which case the
 Appeal Han... Customer of his/her decision in
 writing within... siness Days. If the Complaint is so
 dismissed, t... dismissed in its entirety, or the
 Resolution A... ay stand.

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- 7.3 Subject to delays... nces beyond his/her reasonable
 control (including, ... s in other persons responding to
 communications), th... s have a period of <<insert period>>
 Business Days in w... the Complaint and to decide upon
 appropriate Resolut...

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- 7.4 If the Complaint rel... plaine, the Appeal Handler shall
 inform the Complai... Appeal and arrange [meetings]
AND/OR [telephon... discuss the Complaint. In such
 cases, the Complai... any circumstances, contact the
 Customer directly... t. If the Customer contacts the
 Complainee directl... t (which they are requested not to
 do in our Complai... nee should respectfully refuse to
 discuss the matter, ... o Section 5.3.3 of our Complaints
 Policy. Any such co... to the Appeal Handler.

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- 7.5 If the Appeal Handl... ormation or evidence in support of
 the Complaint, the... contact the Customer using the
 Customer's prefer... unication, stating clearly what

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information or evidence
reminded that any
resolution of their C

customers should be respectfully
to such a request may delay the
5.3.4 of our Complaints Policy.

7.6 If a Customer is
requested under S
reasonable endeav
Handler considers
absence of the req
Complaint and inf
Sections 7.9 to 7.12

provide information or evidence
Handler must nevertheless use all
complaint. If, however, the Appeal
to uphold the Complaint in the
evidence, he or she may close the
the outcome in accordance with

7.7 The Appeal Handle
account of all relev
and shall maintain f

evaluate the Complaint, taking full
tion, evidence and circumstances
s at all times.

7.8 [Subject to the exce
the Appeal Handler
may be necessary
investigation.

the investigation of the Complaint,
records, information and staff that
carry out an impartial and thorough

7.8.1 [Access to t
shall require
a) <<de
b) <<de
c) <<ins

d/or information is restricted and
<<insert name and/or position>>:
<<insert name and/or position>>;
<<insert name and/or position>>;
ords or information as required>>.]

7.9 Following his/her e
reach a decision w
exceptions noted th
be chosen are set o

complaint, the Appeal Handler shall
out in Section 7.3 (subject to the
ons that may be chosen that may

7.10 [Upon reaching a
Report and Recom
and/or position>> v
Business Days.

andler shall send an Investigation
d authorisation by <<insert name
respond within <<insert period>>

7.11 In the event that <
Appeal Handler's de
must give reasons f
further <<insert pe
Recommendation a
review and authori
position>> still does
Complaint shall be
procedure shall beg
decision and/or Rec

sition>> does not agree with the
ndation under Section 7.10 he/she
d the Appeal Handler shall have a
to revise his/her decision and/or
<<insert name and/or position>> for
submission, <<insert name and/or
sion and/or Recommendation, [the
Appeal Handler and the Level Two
<<insert name and/or position>>'s preferred
nal].]

7.12 [Upon reaching a d
a final decision und
shall send an Inves
class post or by e
decision and the Re
reminded of their
<<Insert number>>
Letter should be <<
logging, recording e

g] OR [Upon receiving approval or
as applicable], the Appeal Handler
sion Letter to the Customer by first
Decision Letters shall set out the
levant, the Customer shall also be
Resolution of their Complaint.]
Investigation Report and Decision
tribution to other staff, file storage,

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7.13 If a delay either occurs or is likely to occur at any stage of the Level Two procedure, the Provider shall inform the Customer using the Customer's preferred method. The Customer should be informed of the length of the delay and the reasons therefor.

8. Resolution Actions

When handling Complaints, the Provider and Appeal Handlers may select from the following Resolution Actions appropriate to the facts and circumstances of a Complaint:

- 8.1 <<Insert description of Resolution Action>>
- 8.2 <<Insert description of Resolution Action>>
- 8.3 <<Insert description of Resolution Action>>
- 8.4 <<Insert description of Resolution Action>>
- 8.5 <<Insert further Resolution Actions, if applicable, as appropriate, to be used>>.

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9. [External Resolution]

9.1 As <<insert business name>>, a member of [The Property Ombudsman] [Ombudsman Services: Property] [The Property Redress Scheme] certain types of Customer Complaints may be referred to External Resolution of Complaints by the Customer in accordance with the outcome resulting from this Complaints Handling Procedure.

9.2 [The Property Ombudsman] [Ombudsman Services: Property] [The Property Redress Scheme] shall not accept for External Resolution of Complaints commercial enterprise Complaints directed towards External Resolution of Complaints.

9.3 [The Property Ombudsman] [Ombudsman Services: Property] [The Property Redress Scheme] shall determine its own policies and procedures for External Resolution of Complaints. [The Property Ombudsman] [Ombudsman Services: Property] [The Property Redress Scheme] shall refer Complaints to business name>> for External Resolution of Complaints pertaining to a Complaint referred to [The Property Ombudsman] [Ombudsman Services: Property] [The Property Redress Scheme] for External Resolution of Complaints authorised by <<insert name>> shall (unless otherwise indicated) take place via:

- <<insert name>>, <<insert contact details>>;
- <<insert name>>, <<insert contact details>>;
- <<insert further External Resolution of Complaints details>>

9.4 Any and all requests for External Resolution of Complaints by [The Property Ombudsman] [Ombudsman Services: Property] [The Property Redress Scheme] for evidence or information, whether or not it has already been answered without undue delay, shall be subject to the approval of [The Property Ombudsman] [Ombudsman Services: Property] [The Property Redress Scheme] who shall ensure that the information requested is reasonable and pertinent given the nature of the Complaint.

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9.5 <<Insert further pro

10. **[Professional Regulator**

10.1 As <<insert business name>> of the Professional Body it is open to Customers to contact the Professional Body about alleged breaches of

10.2 The Professional Body shall handle such referrals in accordance with its own policies and procedures. In the event that a Customer makes a Complaint to the Professional Body, the Professional Body shall refer the Complaint to appropriate representative(s) of the Professional Body with members of staff of <<insert business name>>. <<insert business name>> shall take place via: <<insert business name>> shall (unless otherwise <<insert business name>> shall (unless otherwise <>>) take place via:

<<insert name>>, <<insert contact details>>;

<<insert name>>, <<insert contact details>>;

<<insert further

10.3 Any and all requests for information, whether requested by the Professional Body for evidence or subject to the approval of the Professional Body, shall be answered without undue delay, who shall ensure that the information is reasonable and pertinent given the nature of the Complaint.

10.4 <<Insert further pro

11. **Implementation of Resolu**

Upon the conclusion of a Resolution Action [Level One or Level Two [or by External Resolution]], the Resolution Action shall be settled upon shall require implementation in a timely manner. The Professional Body shall be responsible for the implementation of Resolution Actions ultimately settled upon [and may be delegated thereby, as appropriate]:

11.1 [Resolution Actions settled upon] shall be the responsibility of:

<<Insert name>>, <<insert contact details>>;

<<Insert further

11.2 Resolution Actions settled upon shall be the responsibility of the Professional Body's behaviour and/or professional competence of our staff. The Professional Body shall be responsible for the implementation of Resolution Actions ultimately settled upon [and may be delegated thereby, as appropriate]:

<<Insert name>>, <<insert contact details>>;

<<Insert further

11.3 [Resolution Actions settled upon] shall be the responsibility of the Professional Body's behaviour and/or professional competence of our staff. The Professional Body shall be responsible for the implementation of Resolution Actions ultimately settled upon [and may be delegated thereby, as appropriate]:

OR

11.1 [Resolution Actions settled upon] shall be the responsibility of the Professional Body's behaviour and/or professional competence of our staff. The Professional Body shall be responsible for the implementation of Resolution Actions ultimately settled upon [and may be delegated thereby, as appropriate]:

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12. **Recording of Resolution**

- 12.1 Upon the conclusion of the implementation of the applicable Resolution Action(s) <<insert name and position>> shall <<describe steps for logging or recording>>
- 12.2 <<insert further provisions>>

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13. **Confidentiality and Data Protection**

- 13.1 All Complaints, Applications and Enquiries processed under this Procedure shall be treated with the utmost confidence and <<insert business name>> information may be shared with staff of <<insert business name>> required to resolve the Complaint in accordance with this Complaints Handling Procedure.
- 13.2 In the event that the <<insert business name>> are to be used for training or quality improvement purposes, <<insert business name>> will be shared with other staff of <<insert business name>> scope of this Complaints Handling Procedure, the relevant <<insert business name>> permission must first be sought using that Customer's permission. Personal details (that is, anything that may be used to identify a Customer) shall be removed from all information so used <<insert business name>> method. Personal details (that is, anything that may be used to identify a Customer) shall be removed from all information so used in accordance with the <<insert business name>> may be revoked at any time in accordance with the <<insert business name>> do so under Section 6.2 of our Customer Complaints Handling Procedure.
- 13.3 All personal information <<insert business name>> (including, but not limited to, Customer's name, contact details) shall only be collected, used and held in accordance with the provisions of the Data Protection Act 1998 and our Customer Complaints Handling Procedure, as detailed and embodied in our Data Protection Policy.

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14. **Procedure Review and Revision**

- 14.1 Overall responsibility for the review and implementation of this Complaints Handling Procedure and the <<insert business name>> name and position / department <<insert business name>> etc.>>.
- 14.2 This Complaints Handling Procedure shall be reviewed regularly at intervals of <<insert business name>> not more than <<insert business name>> e updated as required.
- 14.3 This Complaints Handling Procedure was adopted on <<insert date>>.
- 14.4 This Complaints Handling Procedure was last reviewed on <<insert date>>.

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