



CARTER BROOKE
LTD

COMPLAINTS POLICY

The company, Carter Brooke Ltd, prides itself on providing a fault free service to clients throughout the contract period.

However it is recognised that on occasions incidents or omissions occur which are not to the satisfaction of the client. In view of that potential eventuality the organisation has a procedure in place for dealing with matters which in the view of the client do not meet the agreed service level.

The procedure is structured and time phased and will be in compliance with British Standard 10002:2004.

Upon receipt of complaint the company undertakes to acknowledge receipt of the client concern by electronic means or hard copy letter. The complaint will be documented in the complaints register. The company management will gather sufficient information to allow an objective investigation to be undertaken. The fault will be analysed and all parties involved in the issue from a company perspective shall be seen in order that they have the opportunity to provide an explanation.

The complainant will be informed of the outcome of the investigation and of any corrective or preventive actions that have been put in place. If the complainant is satisfied at that stage the complaint will be considered as resolved.

Should the content of the outcome not be to the clients' satisfaction then a further resolution level will be undertaken and more information be sought to enable senior management to take action and that action reported back to the complainant. If it emerges that the complainant still remains unsatisfied then the company shall refer the complainant to an external body with the company undertaking to provide all necessary assistance to that body by the supply of documentation regarding the actions taken.

Once the complainant is satisfied that their complaint has been correctly addressed the company shall endorse the complaints register of that fact and notify the complainant in writing of the outcome and endorse the complaints register accordingly.

Signed By Carter Brooke Ltd

Date 1 March 2015