



Consumer Contracts Regulations, 2013

Customer Complaints

Our intention is to receive no Customer Complaints. Should circumstances arise where a customer is unhappy, we will endeavour to ensure any issue is resolved to the satisfaction of all parties. In the unlikely event that this is not achieved, we will adhere to the following:-

Customer Complaint Procedure

Objective:

To ensure that customers complaints are recorded on a Customer Complaint Form, and are dealt with effectively, professionally, and reviewed in order to prevent the occurrence recurring.

Scope:

All areas where we come into contact with, or carry out work for, prospective or existing customers.

Customer Complaint Procedure:

If the Company receives a customer complaint, a Customer Complaint Form will be completed. This will be passed to the Quality Representative who will record the complaint on a Customer Complaint Record. The allowed time for this complaint to be resolved will be established, and will conform with the Consumer Contracts Regulations, 2013.

The process will include the following:

- A Customer Complaint Form raised and passed to relevant person.
- The person dealing with the complaint will contact customer within 2 working days and advise on steps to be taken to rectify issue.
- Issue to be rectified within the time period agreed with the customer
- Once issue is rectified this will be detailed on a Customer Complaint Record for this issue
- Preventative action should be considered to prevent a recurrence of this issue.
- Once issue is resolved, it will be documented and reviewed.
- Should we not be able to resolve any customer complaint we will refer to the dispute resolution service operated by TrustMark