

Complaints policy

Policy Statement

Eddie brown is committed to providing excellent customer service to everyone who is affected by its operation. We do not look at complaints as unwanted and we are firmly committed to a process of continuous improvement of which the complaints procedure is just one element.

Recognising that sometimes things go wrong, or mistakes are made, this policy outlines the procedures to follow to make a complaint and the internal procedures we follow to manage the process.

Objectives

The objectives of this complaints procedure are to ensure that:

- any complaints that are received are investigated at the appropriate level in the company
- all complaints are actioned in the most expeditious way,
- persons making complaints know how their complaint will be dealt with and
- wherever possible, lessons are learned.

Complaints process

Customers making formal complaints are asked to write or email an explanation of the issue that has caused them to be dissatisfied. A complaint should also contain an explanation of what the person making the complaint requires to be done to resolve the issue.

Complaints should be sent to our Head Office at Thorp Arch and will be acknowledged within 7 days of receipt. All correspondence about complaints will be treated as confidential.

Responding to complaints

Each complaint will then be investigated thoroughly and sympathetically and the complainant will receive a written response detailing any proposed remedial action. This will be done within 28 days of the receipt of the original complaint.

If there is likely to be any delay in this process, eddie brown will advise the complainant letting him/her know the reason and when a detailed reply can be expected.

Results of Complaints

As part of regular review meetings, Senior Management will receive a regular report showing how many complaints have been received, the general nature of the problem and a list of remedial actions that have been taken.

Signed: .....

Position: .....

Date: 23/4/13.....