

Complaints Policy and Procedure.

If you are unhappy or dissatisfied with any aspect of our service, a member of staff or any of our policies and you would like a response, these pages provide details of the company's approach to handling complaints and the procedure to follow when you make a complaint.

We are committed to providing a high quality service to everyone we deal with. In order to succeed in this we need you to tell us when we get things wrong. Similarly, we welcome suggestions about how to improve our service, and comments about your experience of our services. We listen to your comments, suggestions and complaints, treat them seriously and learn from them.

The Managing Director is accountable for ensuring that all complaints are dealt with confidentially, as far as possible, and are investigated fully and fairly within the stated timescales. In some cases we may need to share information on a strictly "need to know" basis in order to resolve the complaint.

Our Standards and Aims:

- To provide a simple, effective system for dealing with complaints.
- To treat all complaints seriously.
- To respect an individual's right to complain or disagree with the outcome, and to be treated with courtesy and fairness at all times.
- To resolve a complaint fairly and speedily to everyone's satisfaction.
- To review feedback, comments, complaints and complaint resolution.
- To acknowledge your complaint within three working days.
- To investigate and provide a formal response within 15 working days.
- To give you reasons why we cannot respond within 15 working days and let you know when we are able to respond in full.

How to complain:

1) Verbally – if you have any concerns about our service please speak to a member of staff directly, either by telephone or face to face. Misunderstandings can often be sorted out straightaway on an informal basis.

2) In Writing – if you think the matter is too serious and you would prefer not to talk to our staff you should put your complaint in writing. This can be by letter, e-mail or fax. Our contact details are at the end of these pages.

Procedure:

- On receipt of a complaint a written acknowledgement will be provided within three working days.
- The details will be passed to the quality manager who will conduct a full investigation. This may involve contacting you for more information and speaking with relevant staff members or external agencies. The investigation should not normally take more than three weeks.
- If the investigation is likely to take longer than three weeks we will tell you the reason for the delay and give you an estimation of how long it is likely to take.
- The quality manager will write to you within five working days of the conclusion of the investigation with the results, noting any actions taken or proposed as a result of the complaint.
- If you are not satisfied with the outcome you may appeal in writing to the Managing Director who will respond in a similar timeframe. The MD will not normally carry out a fresh investigation unless there is a clear case for doing so, but will wish to be satisfied that the complaint resolution process has been followed fairly and rigorously in line with company policy.
- The Company reserves the right to deal with complaints against staff members in accordance with its internal grievance and disciplinary procedures.

How to contact us:

By telephone – 01797 228000

By fax – 01797 228100

By e-mail – bournes@uts-bournes.co.uk

By post – T Bourne & Son Ltd, Harbour Road, Rye, East Sussex TN31 7TE