

General Statement

The purpose of this policy is to provide a clear statement of intent with regards to the assessment, handling and investigation of customer complaints.

The aim of this policy is to ensure that all complaints, either written or verbal, are handled in a consistent and regulated manner and that further complaint incidents are mitigated and where possible, prevented. Where there is a cause to complain, the complaints handling procedure will be followed in every instance and a record will be made of the complaint nature and details to help improve our products/services and reduce the occurrence of similar complaints.

Purpose

Dual Seal Glass are committed to delivering a fair, open and clear process for complaints and ensure a satisfactory outcome for anyone who raises a complaint. We provide thorough staff training in our internal complaint handling procedures and support our staff in how to handle complaint situations in a face-to-face, written and/or telephone environment.

This policy sets out our intent and objectives for how we handle complaints, from offering a clear and approachable system to complain, through to conducting root cause analysis on all complaints received to identify the cause, issues and corrective actions regarding the complaint, and to implement measures to prevent reoccurrences where applicable.

Scope

This policy relates to all staff within the organisation and has been created to ensure that staff deal with the area that this policy relates to in accordance with legal, regulatory, contractual and business expectations and requirements.

Objectives

Dual Seal Glass's objectives are laid out below regarding customer complaint handling. For the purposes of this policy, a complaint is defined as any contact whereby a negative communication or outcome has occurred. The complainant does not have to formally address their communication as an official complaint or to request a response for the company to treat the incident as a complaint and to follow the related procedures. Dual Seal Glass's objectives for internal complaint handling are:

- To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint.
- To ensure that our complaints procedure is fully accessible so that people know how to contact us to make a complaint.
- To make sure everyone who is required in the business knows what to do if a complaint is received.
- To make sure all complaints are investigated fairly and in a timely manner.
- To gather information which helps us to improve what we do and how we do it.
- To ensure that the Data Protection Officer (or appointed person) is involved in any complaints relating to personal data.

Dual Seal Glass's objectives for the complaint handling process are:

- Complaints will be investigated and responded to within 2 weeks from the initial customer contact.

- Customers will be sent a copy of the formal complaints procedure.
- Complaint responses will always be provided in writing (unless the complainant makes a specific request for an alternate form of communication, which will be provided in addition to the written format).
- Complaint procedures will be available via the company website as well as upon written and/or verbal request.
- All complaints will be investigated by a trained member of staff and a full outcome summary provided to Senior Management.
- Complaint records will be used to revise company procedures and to improve communication and business practices where applicable.

A copy of this policy will be made available on the company's website and upon request to any interested party.

Signed: *N-D. Meredith* Date: 01/09/2021

Position: Managing Director

