

COMPLAINTS POLICY STATEMENT

1 GENERAL POLICY

- 1.1 Clark Degnan Limited are committed to responding with the utmost urgency to any customer dissatisfaction/complaint.


The aim of the policy is to ensure no complaint is unresolved; that lessons are learned, and preventative measures are implemented and documented to prevent re-occurrence.

2 IMPLEMENTATION

- 2.1 Clark Degnan Limited are committed to the implementation of this policy and shall:

- Document the initial complaint/internal non-conformance
- Discuss with the client within 3 days, to establish and document corrective actions
- Ensure the relevant people correct the mistake within 5 days if possible
- Hold a meeting with the client within 7 days to ensure that they are satisfied with the action taken.
- The client will be invited to sign the complaints form to this effect.
- Discussion will take place with the relevant people and preventative actions will be established and documented to ensure the mistake does not happen again.
- Senior staff will receive training in the application of this policy to ensure that they are aware of its contents and provisions.
- We will maintain and review records of all complaints in order to monitor the progress of this policy.
- The results of any monitoring procedure will be reviewed at regular intervals to assess the effectiveness of the implementation of this policy. Consideration will be given, if necessary, to adjusting this policy.

Signed:



Name: Craig Degnan

Position: Director

Date: 01.11.19

Expiry: 01.11.20

Signed:



Name: Graeme Clark

Position: Director

Date: 01.11.19

Expiry: 01.11.20