



## **COMPLAINT POLICY and PROCEDURE**

### **Introduction**

This document describes the Complaint Handling Policy of Premium Artificial Grass Limited, which has been implemented to ensure compliance with the laws and regulations relating to complaint handling. The regulation that requires this policy is Provision of Services Regulation 2009

### **Our policy is:**

To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint

To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint

To make sure everyone at Premium Artificial Grass Limited knows what to do if a complaint is received

To make sure all complaints are investigated fairly and in a timely way

To make sure that complaints are, wherever possible, resolved and that relationships are repaired

To gather information which helps us to improve what we do

### **Person Responsible**

Emma Brown, Company Owner is hereby designated as responsible for the application of this policy, and to review this policy on a regular basis to ensure that it continue to comply with industry laws, regulations, guidelines and best practices.

### **Definition of a complaint**

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of Premium Artificial Grass Limited.

### **Making a Complaint**

You can make a complaint by:

Email: [info@premiumartificialgrass.co.uk](mailto:info@premiumartificialgrass.co.uk)

Post: 36 Essex Road, Stevenage, Hertfordshire, SG1 3EX

Telephone: 01438 215787

### **Requirements**

It is the policy of the firm to: (a) Handle complaints from customers or prospects in a timely, effective, fair and consistent

manner. (b) To record complaints centrally in the complaints log. (c) To report complaints to the company whose product is involved as well as, where applicable,

### **Acknowledgement Letter**

When the firm receives a complaint, an acknowledgment letter must be sent to the client within 5 business days. This letter must include the following elements:

- Name of the person responsible for handling the client's complaint; (
- Key elements of the firm's Complaint Policy; a (
- Expected delay of the outcome. (Complaint Log (

1. All complaints must immediately be reported to Emma Brown, Company Owner who has the responsibility to ensure that all complaints are handled according to the policy;
2. All complaints must be logged in the Complaint Log. The Complaint Log must, at least, include the following information:

- Date of complaint; (
- Complainant's name; (
- Nature of the complaint and the circumstances; (
- Name of the person who is dealing with the complaint;
- The product or the services which are subject of the complaint; and (

Complainants should receive a definitive reply within four weeks. If this is not possible because for example, an investigation has not been fully completed, a progress report should be sent with an indication of when a full reply will be given.

Complaints in the Complaint Log must be maintained for a period of 7 years, following the resolution date.

### **Confidentiality**

All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

***"Where we cannot resolve any complaints using our own complaints procedure, as a Which? Trusted trader we use Dispute Resolution Ombudsman for dispute resolution. In the unlikely event of a complaint arising and you wish to refer the complaint to them please contact 0333 241 3209 or via their website <http://www.disputeresolutionombudsman.org/membership/whichtrustedtraders/> "***

**Change of Procedures and Disciplinary Measures**

Emma Brown, Company Owner has the responsibility to ensure that all complaints are handled according to the policy must monitor the complaint log and ensure that appropriate disciplinary measures are taken if necessary and provide recommendations for change in the company's procedures if appropriate

APPROVED ON: 15, 06, 2017 BY: \_\_\_\_\_

LAST REVIEWED ON: \_\_\_\_\_

Emma Brown, Company Owner