

P06 Complaints Policy

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TCHC Group Ltd take seriously the level of service that we offer to our clients and stakeholders, and the support we give to our staff. We are committed to providing a quality service and achieving the highest standards of over 83% satisfaction of conduct.

We believe that one of the best ways to improve our service is listening to what our customers and stakeholders say about us which is why we undertake customer service calls and surveys.

We define a complaint as any expression of dissatisfaction with our service which calls for a response or redress. We want to make sure that:

- Making a complaint is easy.
- We treat complaints seriously.
- We aim to deal with complaints promptly, politely, and quickly.
- We deal with complaints informally first, wherever possible.
- We respond appropriately – for example, with an explanation, or an apology where we have got things wrong, and information on any action we have taken to since make it right.
- We learn from complaints and use them constructively to improve our service.

The purpose of our complaint's procedure is to ensure:

- Anyone who is dissatisfied with any aspect of the TCHC Group can make a complaint.
- All complaints will be dealt with efficiently, in good time and at the appropriate level within TCHC.

Where possible, complaints should be dealt with quickly, at the point when they are made, without the need for going through our formal complaint's procedures.

This Policy is published on our company website which can be accessed using the link below:

<https://www.tchc.net/about/policies>

1 HOW TO RAISE A FORMAL COMPLAINT

We aim to resolve all formal complaints within 10 working days.

Upon receiving a complaint, unless it can be dealt with immediately, a reply is to be sent to the complainant within 5 working days, acknowledging the complaint, and advising that a full reply will be made as soon as possible.

The Managing Director must be notified of all written complaints so they can appoint a suitable person to investigate. If it has not possible to provide a reply to a written complaint within 10 working days, the complainant should be told when they can expect a response, be kept informed of progress and be given an explanation.



All complaints need to be objectively investigated. The Managing Director is responsible for ensuring that this happens.

Where possible, if there are due grounds for complaint, the cause of the complaint will be dealt with and further training may be required. A member of staff should be identified who can carry out any actions.

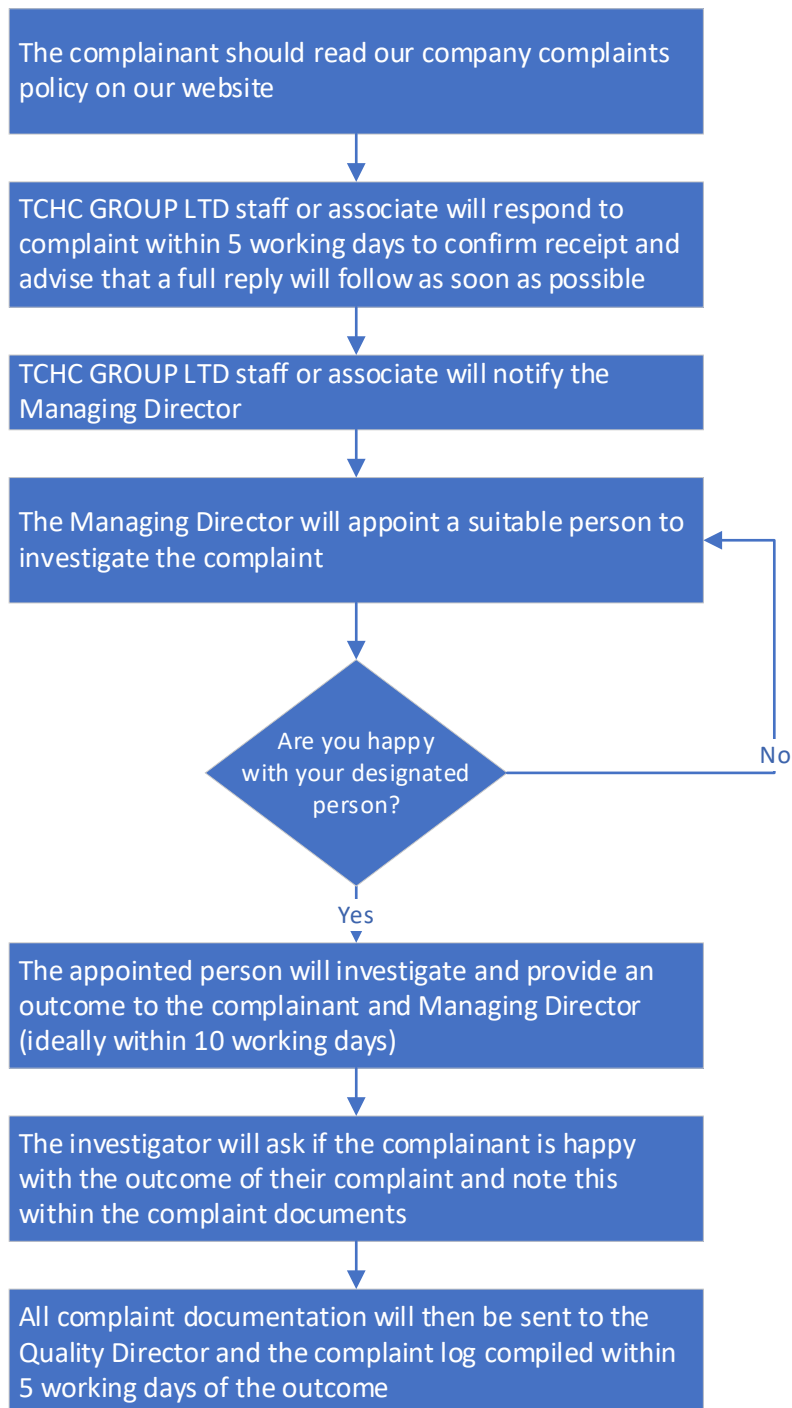
A letter of reply to the complainant will be sent by a Director or the appointed person. Generally, the reply may include one or more of the following:

- An explanation.
- An apology.
- An assurance that the same thing will not happen again, along with details of the corrective action that is being taken to ensure this.
- Details of what action has been taken to put things right.
- Enquiry whether the customer is now satisfied, or whether any other action needs to be taken.

All complaints, whether written or spoken, are to be passed by the Managing Director or appointed person to the Quality Director within 5 working days of the outcome of the complaint. The record is to include brief details of the complaint and the response given. The complainant must be given the opportunity to comment on their satisfaction, or otherwise, of the way in which their complaint has been dealt with which must be recorded on the company complaints log.



2 FORMAL COMPLAINT PROCESS FLOW CHART



3 FORMAL COMPLAINT CONTACT DETAILS

All formal complaints should be in writing and sent by letter to TCHC's Head Office - 2nd Floor 21 Station Road Watford Hertfordshire WD17 1AP, or by e-mail to HR@tchc.net



Claire Jeens
Quality Director - TCHC GROUP LTD

Document History

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