

	<h2>Customer Complaints Policy</h2>	Issue date: 02-Oct-18 Revised date: 22-Sep-20
Doc No: HSG	Author : Ashley Govier	Issue No : 1

Customer Complaints Policy

OWNER: Directors

Signature: A.Govier

Introduction

HSGFM is committed to providing a high level of professional service to our customers and members of the public. If you do not receive satisfaction from us, we need to know, as this will help us to improve our standards.

Complaints Procedure

If you have a complaint, please write to Operations Manager,

1. We will send you a letter of acknowledging your complaint and asking you to confirm or explain the details set out. We will also let you know the name of the person who will be dealing with your complaint. You can expect to receive our letter within 5 days of us receiving your complaint.
2. We will record your complaint in our central register within a day of receiving it.
3. We will acknowledge your reply to our acknowledgment letter and confirm what will happen next. You can expect to receive our acknowledgment letter within 5 days of your reply.
4. We will then start to investigate your complaint. This will normally involve the following steps:
We may ask the member of staff who dealt with you to reply to your complaint within 5 days of our request
We will then examine the member of staff(s) reply and the information you have provided for us.
5. The company Director will then invite you to meet him to discuss and hopefully resolve your complaint. He will do this within 5 days of the end of our investigation.
6. Within 2 days of the meeting, the company Director will write to you to confirm what took place any solutions he has agreed with you.

If you do not want a meeting or it is not possible, the company Director will send to you a detailed reply to your complaint. This will include his suggestions for resolving the matter. He will do this within 5 days of the completion of his investigation.

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