



## **TANGIER WOOD LTD**

### **Complaints Policy and Procedure**

#### **Introduction**

This policy sets out how Tangier Wood Ltd will address any customer complaints.

Tangier Wood Ltd is committed to providing the highest quality service and working in an open and accountable way that builds trust and respect. We are always seeking to improve our services by listening and responding to the views of our customers, and in particular by responding positively to complaints, and by putting mistakes right.

Therefore we aim to ensure that:

- Making a complaint is as easy as possible.
- We treat a complaint as a clear expression of dissatisfaction with our service which calls for an immediate response.
- We deal with it promptly, politely and, when appropriate, confidentially.
- We respond in the right way - for example, with an explanation, or an apology where we have got things wrong, or information on any action taken.
- We learn from complaints, use them to improve our service, and annually review our complaints policy and procedures.

#### **Complaints**

##### Definition

A complaint is defined as any expression of dissatisfaction however it is expressed. This would include complaints expressed face to face, via a phone call, in writing, via email or any other method.

##### Informal complaints

We recognise concerns may be raised with us informally. In this instance, we will seek to keep matters low key and resolve the concern quickly.

If the complainant does not feel the issue has been resolved satisfactorily, they are advised to issue a formal complaint via our formal complaints procedure.

##### Formal complaints

The formal complaints procedure is intended to ensure that all complaints are handled fairly, consistently and wherever possible resolved to the complainant's satisfaction.

In the event of a formal complaint, Tangier Wood Ltd will:

- Acknowledge the formal complaint in writing.
- Respond within a stated period of time.
- Deal reasonably and sensitively with the complaint.
- Take action where appropriate.



It is the complainant's responsibility to:

- Bring their complaint, in writing, either by email or via our online complaints form, to Tangier Wood Ltd attention within 8 weeks of the issue arising.
- Explain the problem as clearly and as fully as possible, including any action taken to date.
- Allow Tangier Wood Ltd reasonable time to deal with the matter.
- Recognise that some circumstances may be beyond Tangier Wood Ltd control.

### **Formal Complaints Procedure**

Tangier Wood Ltd will keep written records at each stage of the procedure.

1. A formal complaint must be made in writing, via email at [connect@tangierwood.co.uk](mailto:connect@tangierwood.co.uk); or via our online complaints form at [www.tangierwood.co.uk/complaints](http://www.tangierwood.co.uk/complaints)
2. Tangier Wood Ltd will acknowledge the complaint in writing within one week of receiving it.
3. Tangier Wood Ltd will investigate the complaint and provide a written response within four weeks of the complaint being received. If this is not possible, an email will be sent explaining why.
4. If the complainant is not satisfied with the response provided, Tangier Wood Ltd will take additional, reasonable steps if deemed necessary to resolve the issue in conjunction with the complainant.
5. Tangier Wood Ltd reserves the right to close the complaint once it believes all reasonable steps have been taken to resolve the issue or where it believes the issue is outside of Tangier Wood Ltd control.

### **Confidentiality**

Except in exceptional circumstances, we will make every attempt to ensure that both the complainant and Tangier Wood Ltd maintain confidentiality. However, where circumstances giving rise to the complaint may be such that it is not possible to maintain confidentiality (with each complaint judged on its own facts), the situation will be explained to the complainant.

Where the complainant is a DofE Participant, Tangier Wood Ltd may also be required to share the nature and details of the complaint, along with any action taken to help resolve the complaint, with the Duke of Edinburgh.