



Customer Complaints and Compliments Policy

Rydon



Service with a smile

Background

We are committed to delivering an excellent service to all customers. However, we recognise that there may be times when a customer is dissatisfied if we have failed to deliver services to the high standard that we have set.

We understand that complaints can provide us with valuable information about where we can improve. We welcome this feedback as it provides us with an opportunity to learn more about our customers' needs and expectations, and to continually improve the services that we deliver.

A complaint is an expression of dissatisfaction, however made, about the standard of service provided, actions or lack of actions by Rydon or anyone working on our behalf which affects any of our customers.

A compliment is an expression of praise, commendation, or appreciation for the service Rydon provides.

Policy

To ensure that we are a customer-focused organisation and handle complaints efficiently and effectively, we will:

- Have an open and accountable complaints policy and procedure that are reviewed regularly to ensure we are improving our performance.
- Clearly and effectively publicise our complaints procedures to customers.
- Provide a variety of methods for customers to register complaints so that our service is accessible to all and encourages customers to register complaints as soon as possible.
- Value all complaints that we receive and handle them seriously, in a sensitive and courteous manner, treating customers with respect and consideration.
- Record, monitor and evaluate complaints so that we can continually improve and develop our service.
- Ensure that our customers receive a fully investigated

response to their complaint.

- Offer customers mediation services if this is appropriate during the investigation of a complaint.
- Provide all customers with the opportunity to appeal against the decisions that we reach following the investigation of a formal complaint.
- Ensure that we handle vexatious or malicious complaints appropriately.
- Gather customer feedback on our complaints service and use this information to make improvements.
- Use complaints to identify training and development needs for our staff.

Governance

All policies within the company are approved by the Group Board which is chaired by the Chief Executive. Each policy is reviewed at least once annually to ensure that we respond to clients, business strategy, legislation and any standards or codes of practice determined by the market.

*Signature(s) removed for security reasons:
Signed copies available on request*

Signed: _____

Robert Bond
Group Chief Executive

Dated: March 2017