

# COMPLAINT HANDLING POLICY

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## 1. General

The company is committed to providing a high quality service to all our stakeholders. When something goes wrong, we need to know about it. This will assist us in improving the service that we provide.

This policy has been designed to guide clients, employees and all other stakeholders. The company is committed to consistent, fair and confidential complaint handling and to resolving complaints as quickly as possible. We aim to make it easy for clients to make a complaint if they are dissatisfied and we will treat all stakeholders making a complaint equally.

Our complaint handling policy will be available to our stakeholders on request and through the company website

## 2. Definition of a complaint

Complaints are defined as any expression of dissatisfaction or grievance made to employees by a client, stakeholder or member of the public in relation to our business.

## 3. Recording complaints and confidentiality

Clients and other stakeholders are requested to email the company with full details of their complaint. All complaints made, verbal or written, will be recorded in a **Non-conformity report/log** at the time the complaint is made, or as soon as possible afterwards.

When taking a verbal complaint, employees will record the name and contact details of the client/stakeholder, as well as full details of the complaint including the date. Details of all communication with the client/stakeholder and any actions to resolve the complaint will be recorded in the same place. Client/stakeholders' personal details or details of their complaint will not be divulged to third parties unless we have their written consent.

Recorded complaints will also be monitored for any ongoing trends by management and efforts made to resolve any ongoing issues.

## 4. Protection of whistleblowers

Employees and contractors can report things that aren't right, are illegal or if anyone at work is neglecting their duties, including:

1. someone's health and safety is in danger
2. damage to the environment
3. a criminal offence
4. someone's covering up any wrongdoing
5. the employees aren't obeying the internal/external rules and regulations.

Employees and contractors are protected from unfair treatment even if they blow the whistle on something that happened abroad. This includes when a different country's law has been or will be broken.

All whistleblowing is treated by the company with full attention. The whistleblower is protected and not treated unfairly after presenting a complaint. All whistleblowing is reviewed and communicated back to the whistleblower.

An employee isn't dismissed or treated differently because of whistleblowing and they are protected by the company.

An employee or contractor of the company will be eligible for protection if:

- they honestly think what they're reporting is true
- they think they're telling the right person
- they believe that their disclosure is in the public interest

Contacts for sending complaints:

Company's OPS email or emergency line.

#### **4. Responding to complaints**

All complaints will be acknowledged in writing within three working days of receipt. The company strives to resolve all complaints within reasonable time (up to 30 days). Details of the complaint will be passed to the relevant department of the company to be investigated. Client/stakeholders will be informed of the progress of their complaint and provided with a written response detailing the findings of our investigation. All client/stakeholders making a complaint will be treated with courtesy.

Client/stakeholders will be informed of any changes to our services as a result of their complaint. Client/stakeholders may be contacted at a later date to see if they were satisfied with how their complaint was handled.

#### **5. Escalation of complaints**

If a submitter of the claim is not satisfied with the written response they should request that the complaint be escalated and passed to the senior management for review. The senior management will review the complaint and respond in writing within reasonable time (up to 30 days).

If we cannot resolve the complaint to the claim submitter's satisfaction, we will inform them about where they can take further action and provide the reporting procedures and contact details to relevant local law enforcement authorities (when appropriate).

#### **6. Review of complaint handling policy**

The company is committed to continuous improvement and this policy will be reviewed regularly for effectiveness and updated as necessary.