



# **CUSTOMER COMPLAINTS POLICY AND PROCEDURE**

This procedure is designed to ensure that any questions or problems experienced with our organisation or its services or products are quickly aired and resolved, and we therefore encourage its use to facilitate this.

This policy applies to all clients of Impamark, but may also be used by any member of the public who may wish to raise any issue with us.

A complaint may cover the standards, performance, decisions or actions of one or more of our employees, or may relate to our products or services, or to our business as a whole.

We are proud of our relationship with our clients and welcome feedback at any time, in order to ensure this positive relationship continues.

However, should any negative feedback not be satisfactorily resolved, we provide this procedure to ensure that any complaints are dealt with swiftly and effectively.

Should an initial approach not result in the required resolution, the following procedure should be used:

## **STAGE ONE**

Details of the complaint should be sent in writing to the following address:

1 Dammerwick Farm, Marsh Road, Burnham on Crouch, Essex CM0 8NB

Alternatively, they may be emailed to: [info@impamark.co.uk](mailto:info@impamark.co.uk)

Full details of the complaint, the preferred method of contact, any information regarding any previous attempt to resolve this matter, and the preferred solution should be included.

We will acknowledge any complaint as soon as possible, giving an indication of how long we need to investigate the matter. We aim to provide this acknowledgement within a maximum of 48 hours. We may need to contact the person raising the complaint or the supplier/manufacture of a particular product for further details or to investigate further.

At the end of our investigations, we will confirm the outcome of the complaint. This will include further details of who to write to if the outcome is not considered to be satisfactory. If no response is received within 14 days of sending our confirmation, we will assume that the situation is resolved. However, if

the problem arises again, please do come back to us.

## **STAGE TWO**

Obviously we hope our initial response would be satisfactory, but a client/member of the public who remains dissatisfied should write to

The Managing Director, Nicky Crisp at the above address, or email direct to [nicky@impamark.co.uk](mailto:nicky@impamark.co.uk)

Again, we may need to discuss the situation further as we attempt to resolve the matter. We will confirm the outcome of this further investigation in writing and aim to respond within 10 working days.

If a complaint prompts an investigation into the behaviour or actions of one or more of our employees, we will use our disciplinary procedure to fairly deal with the matter. This may mean that details of the complaint are used as evidence in disciplinary proceedings. The client will be made aware of this and will be asked whether they agree to have their name disclosed or not.

We expect our employees to respond to any form of complaint and to ensure that any potential dissatisfaction on the part of a client or member of the public is reported and dealt with promptly.

Therefore, any concerns relating to the application or effectiveness of this procedure should be reported to Nicky Crisp who will investigate further and take any appropriate action to ensure this procedure remains effective.

Nicky Crisp has overall responsibility for implementing and monitoring this procedure, which will be reviewed on a regular basis following its implementation to ensure it is working effectively.

Any queries or comments about this procedure should be addressed to Nicky Crisp

Nicola Crisp – Managing Director