

CCS CUSTOMER COMPLAINTS POLICY

At Correct Contract Services, we strive for a "right first time" approach in all our works. However, we understand that there may be instances where clients or stakeholders are dissatisfied with our services. This policy outlines the process by which Correct Contract Services investigates and addresses complaints to ensure customer satisfaction.

Policy Statement:

Correct Contract Services values customer feedback and views complaints as an opportunity to learn, adapt, and improve our services. We are committed to receiving and addressing complaints promptly and effectively to enhance customer experience and prevent further escalation. A responsive and fair complaint management system is essential in maintaining customer confidence in our services.

Purpose & Scope:

The purpose of this policy is to ensure that all complaints are handled properly and that customer feedback is taken seriously. We expect all staff members to be dedicated to fair, effective, and efficient complaint handling. Our objective is to implement a complaints procedure that addresses concerns promptly and fairly, instilling confidence in complainants that their feedback is valued and acted upon.

Our complaint management system aims to:

- Respond to complaints in a timely and cost-effective manner. We will acknowledge the complaint and make contact within 24 hours to establish the basis of the complaint and agree the next course of action. Our aim will then be to resolve within 5 days, providing no external factors are present (e.g. client is unavailable for a meeting due to other commitments).
- Increase customer confidence in our services.
- Use feedback to improve the quality of our products, services, personnel, and complaint handling.

This policy outlines the key principles and concepts of our products, services, staff, and complaint handling for all staff and individuals wishing to file a complaint. We are committed to addressing complaints promptly and ensuring customer satisfaction.

DATE : June 2024



**Approved By: Danny Gladwyn
Managing Director**