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## Complaints Policy & Procedure

We at Detectamet Ltd undertake to provide a friendly and efficient service to all our customers. We believe that a close partnership between the staff, customers, suppliers and 3<sup>rd</sup> parties is essential to providing the services and products we offer to the highest standards that are required by the industries we supply.

Through our programme of meetings (customer service meeting is held every week both at CK Ltd and Detectamet Ltd on a Monday morning). This meeting is held between all our company departments, as well as through informal contact during the week; we provide opportunities for staff, customers, suppliers and 3<sup>rd</sup> parties to raise matters of concern –about the curriculum or more general issues.

A customer service contact form is available as a dedicated section on our website.

This is also supported by our Customer Service Record System when you will be given a reference number and supporting documentation against your query.

A concern can be resolved through discussion with our customer service support team, currently you can speak to

**Brian Walker, Chris Barker, Lucy Murphy and Adie Morris**

at Detectamet Ltd

**Hayley Small and Sarah Graham at CK Safety Ltd.**

All our customer service support team are trained in or receiving training for Customer Services – NVQ Level 2 and 3

We will set a 10-day timescale to attempt to resolve the issue.

Further to this you can speak to a director of both companies Angela Musson or Sean Smith if you feel your complaint is of high importance.

Complaints from members of the public should be made directly to the directors.

The customer service team will offer a suitable form of communication as soon as possible, generally by email, fax or phone and if a meeting is required it will be at a mutually convenient time. Through our communications, and through our positive actions, the customer service will seek an acceptable outcome, to the satisfaction of all parties involved.

If the complaint is complex, the Customer Service will ask a director to gather evidence and conduct preliminary interviews. The investigating director will then support the complaints panel in hearing the case.

The director will consider any written material, and also give the person making the complaint and/or staff an opportunity to state their case and to question the other side. The officer director will ensure that all present are treated fairly.

If there is a panel hearing of a complaint towards the director or his involvement in the dealing of a complaint then an independent person will be appointed, the company will appoint three people who have not been directly involved in the complaint.

One of whom is independent from the management of the organisation.

The investigating officer will give a decision as soon as possible after the hearing, and will confirm it in writing, along with the reasons for their decision. All parties will receive a copy of the findings and recommendations.