

Subject:	Complaints Procedure	No: C4 Issue No: 2 Date: Feb 2011
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OUR COMMITMENT TO YOU

We put the same high standards of care and attention into looking after our customers as we do into manufacturing our LIFTS. We are a privately owned family run business established in 1985 with a long established skilled workforce. We pride ourselves in still offering that personal touch when it comes to customer satisfaction. Although complaints are very rare, we nevertheless appreciate that sometimes things can go wrong and so, **we will take your complaint very seriously indeed!** If you do have a complaint, we want you to let us know so that we may have the opportunity to resolve the issue for you and learn from it in order to prevent it happening again.

SERVICE REQUESTS

Although we hope there will be no problems after you have had one of our lifts installed in to your premises or home, our commitment to you continues under the **Service Level Agreement (SLA)** for the installation contract.. If you want to tell us about a problem with your installation of which we are not yet aware, then please contact the **Systems Manager at our Cradley Heath Head Office**. The contact details are at the foot of this document.

In the unlikelyhood they do not resolve it to your satisfaction please refer back to this **Complaints Procedure**.

DEALING WITH YOUR COMPLAIN

If you have a complaint that that you believe we have:

- Failed to do something (including a Service Request) we should have done or,
- Done it badly or,
- Have treated you unfairly or discourteously then,

PLEASE RAISE IT WITH US FIRST AND GIVE US THE OPPORTUNITY OF PUTTING THINGS RIGHT AS SOON AS POSSIBLE.



INFORMAL COMPLAINTS

“ALWAYS THE BEST AND MOST EXPEDIENT WAY”

If you are able to resolve any issue informally, in person or by telephone with our **Systems Manager** and are happy with the outcome then you need not use our formal complaints procedures. If, however, you are not satisfied that the problem has been resolved or handled to your satisfaction you may wish to make a formal complaint. You can do this by using our formal complaints procedure set out below.

FORMAL COMPLAINTS PROCEDURE

Feedback and comments from you will reach a series of people in our business dependent on how quickly we resolve your problem.

We have introduced a three step process to ensure that your complaint is first investigated at a local level by a qualified **LES** specialist.

Our business is comprised of Regional Offices each headed by a **Manager** who reports to the **Service Director, Mr Steve Smith**, at our Cradley Heath Head Office.

STEP ONE:

Please address your complaint to the **Systems Manager** at the Cradley Heath Head Office. You may direct your complaint by telephone, in person, by email or fax or by means of a formal letter. All contact details are at the foot of this document.

We will acknowledge all complaints within 3 working days and either reply fully, within 15 working days of receipt or reply within 15 working days to advise you of the steps we are taking and to give a date by which we will be able to reply fully.



STEP TWO

We would hope that all complaints would be resolved at Step 1. However, if you remain unhappy your complaint should then be referred to the **Managing Director, Mr Dave Haywood**, who is based at our Cradley Heath Head Office.

If you advise the **Systems Manager** at Step 1 of your continuing dissatisfaction they will pass matters on to the **Managing Director** so that you do not have to.

The **Managing Director** will acknowledge all referred complaints within 3 working days and either reply fully within 15 working days of receipt or reply within 15 working days to advise you of the steps we are taking and giving a date by which they will be able to reply fully.

STEP THREE- (RECEIPT OF A SUBSEQUENT COMPLAINT)

If any new complaints are received at Step 2 whilst an existing complaint is being actioned they will be referred back to Step 1 so that they may be dealt with in accordance with this Complaints Procedure.

"I sincerely thank you for your valuable feedback. Please help us get it right first time".

SHELLEY HAYWOOD

SYSTEMS MANAGER

Lift & Engineering Service Limited

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