

COMPLAINTS PROCEDURE

This Complaints Procedure is in place so that you can alert us to times or situations where we may have let you down. This procedure provides welcome feedback to help improve services for our clients.

The informal approach

One of the main reasons why people become unhappy with the service they receive is that they feel nobody is listening to them. Usually, problems can be resolved by explaining the situation to someone and discussing ways forward. We call this the *informal approach*, and we recommend you start here.

Who can I talk to?

This may depend on what the complaint is about. Your certifier might be the person to talk to first or you may prefer to arrange to talk to the Office Manager, Lesley Palmer (tel: 02920 105312).

There are other people who can advise you. You could speak to:

- Paddeco Third Party Certification Operations Director
- Paddeco Third Party Certification Managing Director

The formal approach

If you have tried the informal approach and still aren't happy, you may initiate the formal approach. You should contact first contact the Operations Manager on info@paddeco-certification.com. If you are still not satisfied with the outcome, then you will be advised to contact the IQA (Quality) Manager by email (IQA@paddeco-certification.com).

An initial investigation of the complaint will be completed within ten working days and the outcome sent to you. Should you then escalate the issue to the IQA, it will take up to a further 14 days to resolve.

If you are still not satisfied with the outcome, you will be given contact details for the EQA (External Quality Assurer).

Time limit for making complaints

There is a time limit of one year from when the individual first knew of the problem, within which time they may ask us to consider the complaint, unless there are special circumstances for considering complaints beyond this time.

I'm still not satisfied. What's the next step?

If you're not happy with the outcome of the appeal, you can contact UKAS:

01784 429015 / customerfeedback@ukas.com

Learning from complaints

At the earliest opportunity after the closure of the complaint, the complaint handler will always ensure that the customer and staff of the department involved understand the findings of the investigation and any recommendations made.

Senior management will review the information gathered from complaints regularly and consider whether our services could be improved, or internal policies and procedures should be updated.