



Business Complaints Procedure

1. **Receiving a Complaint**
 - Customers can submit complaints by phone, email, in person, or in writing.
 - Record the complaint, including the customer's details, the date, and the nature of the issue.
2. **Acknowledgement**
 - Acknowledge receipt of the complaint within **2 working days**.
 - Explain the next steps and provide an estimated timeframe for a response.
3. **Investigation**
 - Review the facts and gather any relevant information.
 - Speak with the staff involved if necessary.
4. **Response**
 - Provide a clear written or verbal response, normally within **10 working days**.
 - Explain the findings and any action the business will take to resolve the issue.
5. **Resolution**
 - Where appropriate, offer a suitable remedy, such as an apology, repair, replacement, refund, or other agreed solution.
6. **Escalation**
 - If the customer is dissatisfied, allow the complaint to be reviewed by a manager or business owner.
7. **Record Keeping**
 - Keep records of all complaints, investigations, outcomes, and any improvements made as a result.