



COMPLAINTS POLICY

It is the policy of Grey Simmonds Food Services Equipment Ltd to always ensure the best customer care for its clients and their customers in turn. To this end we will ensure all our staff are trained in good techniques of customer relations and communication, that our activities are carried out with all due care given to our clients and their customers needs, both physical and financial, and that any complaints or reports of dissatisfaction are dealt with courteously, swiftly, efficiently and to the satisfaction of all parties concerned.

COMPLAINTS PROCEDURE

Should a complaint be received by any member of staff, our procedures will be as follows;

- Log the complaint, its details and origin in the Complaints Log located in: - (GSFSE H&S / Health & Safety / Quality Systems / Environmental Systems / Complaints Log.) and inform the Directors of the details.
- Communicate with the Client to investigate and determine the exact nature of the complaint.
- If the complaint is justified on investigation, remedy the cause of the complaint quickly.
- Continue good clear communications with our Client as to the remedial actions being taken and timescales involved.
- Monitor the remedial works and re-inspect upon completion.
- Communicate with the Client to ensure they are satisfied with the remedial actions.
- On completion of the remedial actions the Client should be asked to sign a satisfaction of complaint note.

All the above will be closely monitored by the directors at all times and will apply to all our works whether carried out by our own staff or contractors / sub-contractors in our employ. A historic record will be kept of all complaints so that our performance as a whole may be regularly audited and reviewed at Board level.

Our intention is to target 100% customer satisfaction and operate in a manner of constant improvement in the ways in which we conduct our business to achieve and maintain this level. Our other policies for customer care and quality also apply to our complaints procedures.

The policy will be kept up to date and to ensure this, the policy and the way in which it has operated will be reviewed at least once a year at Board level, or when there are operational or other considerations demonstrating the need for immediate review.

A handwritten signature in black ink, consisting of several loops and a long horizontal stroke extending to the right.

Signed:
Scott Dackombe
Managing Director

DATE: 1st January 2025

LATEST DATE FOR NEXT REVIEW: 31st December 2025