



Greyville Enterprises Ltd
Comments, Compliments and Complaints Policy

Why we need this policy?

We are committed to providing an excellent service to our customers; however, we accept that we do not always get it right and that customers have a right to raise any concerns they may have with the standards of services we provide.

We aim to achieve:

- **A consistent procedure** – We want to ensure that our customers have a fair, consistent and structured process for addressing their concerns they have with a service we provide.
- **A positive and informative procedure** – We want the outcomes from customer contact with us to help with the monitoring of our performance and assist to improve services.
- **A quality procedure** – We want the procedure to improve relationships with customers and encourage best practice by our employees.

We believe that all customers of Greyville should be able to share their experiences with us to enable us to improve our services going forward.

We are committed to treating everyone fairly and consider equality and diversity positively. We strive to ensure that any specific needs are acknowledged in all our interactions.

What is a Comment, Compliment, or Complaint?

Comments – share ideas and opinions about improving our services to better serve our customers. Inform us if there is a fault or issue with something that the company may be able to take action to resolve, such as a comment relating to the layout of our website.

Compliments – let us know when we are doing things well. It is good for our staff to know that our customers appreciate the work they do. It also enables us to identify areas of best practice and share them across the company with other teams.

Complaints – tell us when there is dissatisfaction with a service. It allows us the opportunity to improve, put things right and where necessary, adjust the way we work.

We want to ensure that we are consistent in the way we deal with, and respond to, comments, compliments and complaints.

Comments

We are always looking for ways to improve our services and you as a customer may have ideas about how we can do this. A comment can be a suggestion, idea or observation about an area of our service.

If we receive a comment, we will;

- Acknowledge receipt of the comment.
- Investigate and action any issues that have been raised. (There may be some comments that do not require an investigation, if this is the case, we will inform of this within the acknowledgement).
- Consider how we can use the comment to improve the way we deliver our services in the future.
- Respond within 20 working days to advise on the action we have taken.

Compliments

If we do something well, we would like to know. If you consider praise is merited for an individual, team or service, then please tell us. When a compliment is received, we will:

- Acknowledge the compliment.
- Feedback the compliment to the relevant service area.
- Consider how we can use the compliment to improve the way we deliver our services across the company.

Complaints

This policy explains what to do if our customers are unhappy with any of the services we provide. It explains the timescales for addressing complaints and who to be contacted if the customer is unhappy with our response.

What is a complaint?

A complaint is an expression of dissatisfaction. It can be about the standard of a service provided, or actions the company have or have not taken which affect someone using the services or those services provided on behalf of the company.

How to register a comment, compliment, or complaint?

Email: admin@greyville.com

Phone: +44 (0)1543 251328

Letter: 26 Walkers Rd, Moons Moat North Industrial Estate, Redditch, Worcestershire, B98 9HE, United Kingdom

Stages of our complaints process

We recognise and value everyone who lives, works, or visits Greyville. We aim to ensure that the complaints procedure is accessible to everyone if they require it. We offer various ways to contact us, email, letter or by telephone.

Pre-Complaint - Resolved no further action

If we can resolve the issue as soon as it is brought to our attention, we will do so. However, we know that this will not always be possible, in which case the complaint will proceed to Stage 1 – formal complaint where the complaint will be logged and recorded onto the complaints system and the customer advised accordingly by the member of staff receiving the complaint.

Stage 1 – Investigate the complaint

The complaint will be assigned to the relevant complaints team who will aim to contact the customer within 48 hours of the complaint being received to acknowledge the receipt of the complaint and attempt to resolve the issue. If we are unable to resolve the complaint at this stage, then the company will investigate the complaint further and respond within 15 working days of the company receiving the complaint.

Stage 2 – Review the complaint

If a customer is unhappy with our decision at Stage 1, they can ask us to review it. They will need to explain why they feel our decision is incorrect. The complaint will then be reviewed by a member of the senior management team and we will respond within 20 working days of the company receiving the stage 2 complaint with their decision.

Anonymous complaints

We will accept anonymous complaints; however, we cannot respond to them. These complaints will be recorded and investigated as far as possible and a record kept.