

## CATAX COMPLAINTS HANDLING PROCEDURE

Catdex values feedback and complaints in order to assist us in improving our service.

Our Complaints Handling Procedure is designed to ensure that a complaint is resolved consistently and fairly.

A complaint is defined as 'an expression of dissatisfaction or grievance made to a staff member'.

### RECORDING OF COMPLAINTS

1. All complaints made, whether verbal or written, will be recorded in order for Catdex to keep track of their progress and outcome. We will record the name and contact details of the complainant, the date received and the full detail of the complaint.
2. Further communication with the complainant, as part of the resolution, will also be recorded.
3. Personal details recorded as part of the complaint will not be shared with any third parties without prior consent.

### PROCESSING OF COMPLAINTS

4. We will acknowledge receipt of a complaint by email within 24 hours. At this point we will confirm the name of the Manager allocated to handle the complaint.
5. We strive to provide a full response, addressing the detail of the complaint, within 14 days.
6. Any delays to this process will be communicated to the complainant before expiry of the 14 days.
7. Depending on the nature of the complaint, it may be possible to resolve immediately without requirement for a more formal response and we will strive to achieve this. In such instances, the complaint will still be recorded. A summary of the complaint and outcome will be provided to you by a Manager.

### Escalation of Complaints

8. If a complaint cannot be resolved through the usual process outlined above, it will be referred to the Operations Director for review. The complainant will be informed of this and given an amended timeframe for resolution.
9. If the complaint still cannot be resolved to the complainant's satisfaction, they will be informed of their options to take the matter further (e.g. Financial Ombudsman Service).

This Complaint Handling Procedure is supported by management. We are committed to providing this to all staff and displaying it in our business.

### The Management Team – February 2018

