

SPRING COMPLAINTS POLICY

FEBRUARY 2015 (revised January 2016)

Objective: have in place an approach to complaint investigation and resolution which enables complaints to be investigated thoroughly, promptly & consistently.

Definition

Any expression of dissatisfaction from or on behalf of a person, which alleges any loss, distress or inconvenience has been suffered by any person doing business with, or connected with Spring CCR Ltd.

Principles

1. Making a complaint to Spring CCR Ltd must be easy. Thus 'complaint handling' must be addressed within training for all Spring personnel at least yearly and always within one month of any change to the policy.
2. Clients of and persons connected with Spring CCR Ltd must be made aware at an appropriate time, of how to make a complaint.
3. Complaints must be referred as quickly as possible and always within 24 hours to a Director of Spring CCR Ltd.
4. Complaints may be referred to a Director by voice in the first instance but must *always* be accompanied by an email giving full details of the complaint.
5. The Spring Recipient of a complaint must take steps to ensure they clearly understand the complaint in as full a way as possible.
6. The Director receiving a referred complaint must ensure he/she clearly understands the complaint in as full a way as possible.
7. The Director or his/her nominated agent must investigate complaints competently, diligently and impartially and decide promptly. There must be a clear focus on ensuring a fair outcome is achieved.
8. The Director or his/her nominated agent must keep all parties involved informed of progress on a regular basis.
9. The Director or his/her nominated agent must communicate the decision clearly and promptly to all involved who need to know.
10. The Director or his/her nominated agent must ensure that the outcome is satisfactory for the Complainant or their proxy.
11. If a complaint cannot be satisfactorily resolved, Spring CCR Ltd will seek to appoint a source of arbitration that is acceptable to the Complainant and Spring CCR Ltd.
12. All complaints will be recorded fully and accurately, and held securely by a Director who is responsible for their safekeeping. Complaints will be held for 7 years after which time the record/s will be destroyed.
13. The Directors of Spring CCR Ltd will investigate and analyse the root cause of all complaints in order to learn what action to take to avoid repetition.
14. Following such analysis, the Directors of Spring CCR Ltd. will implement appropriate actions promptly and initiate training as appropriate.
15. A review of this policy must be conducted at least yearly by a Director or nominated person and always if a Complaint is not satisfactorily resolved in order to learn what may be improved in the complaint handling process.

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