



## **Complaints Procedure**

The rules relating to the internal handling of complaints by Plantec, including the procedures which are in place; the time limits within which we must deal with a complaint; the referral of complaints, the records of a complaint which Plantec make and retain; This is to ensure that complaints are handled fairly, effectively and promptly, and resolved at the earliest possible opportunity, minimising the number of unresolved complaints. This is consistent with the *FSA's* consumer protection regulatory objective.

### **Access to our Complaint Procedures**

- We will accept complaints made in writing, by telephone, fax, e-mail or in person.
- If the complaint was made by telephone we will not ask the complainant to repeat the details in writing.
- We will supply a copy of the Complaints Handling Policy at any time or in receipt of a complaint.
- We aim to resolve all disputes within 8 weeks of receipt.

### **Handling Complaints**

- Any complaint received will be logged on our internal database.
- We will try to resolve a complaint on the spot or within one business day of receiving it.
- If not we will send an acknowledgement within 5 business days.
- The acknowledgement will give details of the person handling the complaint. Our understanding of the complaint and include a copy of our internal complaints procedure. Give our final response or explanation as to why we need more time to investigate.

### **Further Response**

Our further response will be in one working month from receipt of the complaint and this response should:

- a) Accept complaint and offer redress where appropriate.
- b) Reject the complaint and explain reason for doing so.
- c) Explain that we have been unable to resolve the complaint and why we need more time to do so. We must state when we will contact the complainant again.

### **Final Response**

- Will be issued on all complaints logged outlining our findings and the rationale behind the decision we have reached.

### **Eligible Complaints**

An eligible complaint relates to any expression of dissatisfaction expressed from or on the behalf of our customer. This may relate to service provision or potential financial losses.

### **Escalation Procedures**

All complaints are logged on our database and the initial point of contact will try to resolve in conjunction with their senior or line manager as deemed appropriate.

Details of the complaint and investigation and progress should be logged immediately and regular progress updates noted.

If they are unable to resolve the complaint it will be escalated to the departmental manager.

Failing satisfactory resolution then the case should be referred to our Service Manager for final adjudication or in his absence the Managing Director.

Customers who remain un-satisfied after the 8 week period have the right to refer the handling of the complaint to the Claims Management Regulator:

### **Claims Management Regulation**

Monitoring and Compliance Unit  
57 – 60 High St,  
Burton upon Trent,  
Staffordshire,  
DE14 1JS  
Telephone: 0845 450 6858  
Fax: 0845 450 6866  
Email: [info@claimsregulation.gov.uk](mailto:info@claimsregulation.gov.uk)

### **Recording of Complaints and Reporting**

We maintain records of complaints for a minimum of three years from the date of receipt. These include the name of the complainant, substance of the complaint and any correspondence between the respective parties.

We can provide management reports as required to parties who have a vested interest.