

1. Purpose

The aim of Haughley Block Plant Ltd is to ensure that its complaints procedure is properly and effectively implemented and that complainants feel confident that their complaints and worries are listened to and acted upon promptly and fairly.

2. Haughley Block Plant Ltd Goals

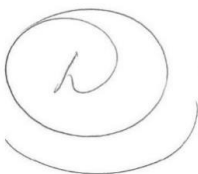
- Customers and their representatives are aware of how to complain and that Haughley Block Plant Ltd provides easy to use opportunities for them to register their complaint.
- A named person will be responsible for the administration of the procedure
- Every written or verbal complaint is acknowledged within to working days
- Investigation into written or verbal complaints are held within 10 working days and outcome from the complaint will be communicated and distributed to the complainant within 10 working days from the complaints date
- All complaints are responded to in writing by Haughley Block Plant Ltd
- Complaints are dealt with promptly, fairly and sensitively with due regard to the upset and worry they can cause to Haughley Block Plant Ltd or customers
- The named manager, with responsibility for dealing with complaints is Teodora Todorova.

3. Verbal Complaints from Customers, Passengers, MOP & Members of Staff

- All verbal complaints (related to the company works, or fleet), no matter how seemingly unimportant, should be taken seriously. There is nothing to be gained by staff adopting a defensive or aggressive attitude
- Haughley Block Plant Ltd employees who receive verbal complaint should seek to solve the problem immediately if possible
- If staff cannot solve the problem immediately, they should offer to refer the matter to the complaints manager to deal with the problem
- All contact with the complainant should be polite, courteous, and sympathetic
- All the staff should remain calm and respectful
- Haughley Block Plant Ltd employees should not accept blame, make excuses, or blame other employees
- If the complaints being made on behalf of the customer by an advocate or insurance representative it must first be verified that the person has a permission to speak for the customer, especially if confidential information is involved. It is very easy to assume that the advocate or insurance representative have the right to act for the customer when they may not. If in doubt it should be assumed that the customer's explicit permission is needed prior to discussing the complaint with third parties.
- After talking the problem through, each manager or the member of the staff dealing with the complaint should suggest a course of action to resolve the complaint. If this course of action is acceptable, then the member of staff should clarify the agreement with the complainant
- If the suggestion plan of action is not acceptable to the complainant then the member of staff or manager should ask the complainant to put their complaint in writing to Haughley Block Plant Ltd and give them a copy of the complaint procedure and form for completion
- In both cases details of the complaint should be recorded on a complaint form

Liam Clear
 Managing Director
 Haughley Block Plant

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