

CUSTOMER COMPLAINTS AND RESOLUTION POLICY STATEMENT

General Statement

It is the policy of Melhuish & Saunders Ltd to put its complaints and resolution procedure into practice by:

- a) Providing all customers with a copy of the Company Complaints and Resolution Policy Statement;
- b) Recording all complaints in writing;
- c) Responding to all complaints promptly, within a maximum period of 3 days;
- d) Recording responses to all complaints in writing, with details of actions taken to resolve the complaint, if upheld;
- e) Endeavouring to carry out and complete all works to resolve upheld complaints within a maximum of 10 days;
- f) Referring complaints promptly to the Certification Body Complaints Handler where the Company is unable to resolve the complaint to the satisfaction of the customer.

Management Responsibilities

Managing Director, Darryl Mitchard, has overall responsibility for dealing with complaints and ensuring that the policy is properly implemented, monitored and periodically reviewed.

Signed:



Darryl Mitchard
Managing Director

Date: 4th June 2018