

Issue 01		Dongard Group Customer Complaints Procedure	Document Ref:	
			Issue Date:	05/09/2022
			Next Review:	05/09/2023
			Page 1 of 2	

The aim

A complaint is any expression of dissatisfaction by our customers where they want us to do something about it.

Where a customer has a complaint, we will consider it and try to find an agreed course of action to resolve the complaint speedily and effectively to the customer's satisfaction.

The procedure

1. The customer can contact us initially by phone, email or post. They should do so as soon as possible after first noticing the problem.
2. We will take the details of the complaint, log them in our Complaints Document DQD08 and make a thorough note.
3. We will inform the customer that we will do our best to resolve the complaint but that they have a right to pursue the complaint if we cannot reach a satisfactory resolution (see point 10).
4. For complaints by phone, if we can't resolve the matter immediately, we will ask the customer to put the complaint in writing, in an email or letter, so that there is a clear record for everybody. We will offer help with this if the customer wants it.
5. If necessary, we may have to ask the customer to provide us with paperwork or other material. We will note anything received from the customer in the Complaints document DQD08
6. If we need to inspect the installed works or visit the customer / site to investigate the complaint, we will do so **within 7 days of receiving the complaint**. But if the customer is without services because of the situation that led to the complaint, we will get out to them **within 24 hours**.
7. If a visit is necessary, we will let the client know the outcome as soon as possible after the visit. We will also record this in the complaints document DQD08.
8. We will keep a note of contacts (or attempted contacts) with or from the client while we are trying to resolve the complaint, including telephone conversations.
9. We will respond to the client with our findings and a summary of actions/communications **within 10 working days** of receiving the complaint.

Whenever we can, we will aim to sort the complaint out more quickly than this and informally, for example with a phone call to give advice that solves the problem. We will still log complaints resolved in this way.

10. If we cannot resolve a complaint and the customer is not satisfied with the remedy offered, we will advise where they can pursue their complaint.

Issue 01		<p style="text-align: center;">Dongard Group Customer Complaints Procedure</p>	Document Ref:	
			Issue Date:	05/09/2022
			Next Review:	05/09/2023
			Page 2 of 2	

- If the complaint is (partly or wholly) about technical aspects of the installation, we will direct them to our technical management for further advice

11. We will not take, or threaten to take, action against a client through the courts without first trying to solve the problem as set out here and in RECC's dispute resolution process.

13. We will regularly review the Complaints Log, to identify any actions we may need to take to prevent complaints recurring.

14. Once complaints are resolved we will write to the client with all the actions taken, detail route cause and advise the actions within Dongard to avoid any such matter happening again.