

# Complaints Policy

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TCHC take seriously the level of service that we offer to our clients and stakeholders, and the support we give to our staff. We are committed to providing a quality service and achieving the highest standards of over 90% satisfaction of conduct.

We believe that one of the best ways to improve our service is listening to what our customers and stakeholders say about us.

We define a complaint as any expression of dissatisfaction with our service which calls for a response or redress. We want to make sure that:

- Making a complaint is easy
- We treat complaints seriously however they are made - in person, by telephone, by letter, by fax or by e-mail
- We deal with complaints promptly, politely and quickly (normally within 10 working days)
- We deal with complaints informally, wherever possible
- We respond appropriately – for example, with an explanation, or an apology where we have got things wrong, and information on any action we have taken to since make it right
- We learn from complaints and use them constructively to improve our service.

The purpose of our complaints procedure is to ensure:

- Anyone who is dissatisfied with any aspect of TCHC can make a complaint
- All complaints will be dealt with efficiently, in good time and at the appropriate level within TCHC.

Wherever possible, complaints should be dealt with quickly, at the point when they are made, without the need for going through our formal complaints procedures.

Upon receiving a complaint, unless it can be dealt with immediately, a reply is to be sent to the complainant within three working days, acknowledging the complaint and advising that a full reply will be made as soon as possible. All written complaints are to be dealt with by the Managing Director. If it has not possible to provide a reply to a written complaint within two weeks, the complainant should be told when they can expect a response, be kept informed of progress and be given an explanation.

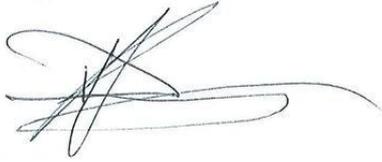
All complaints need to be objectively investigated. The Managing Director will be responsible for ensuring that this happens.

Where possible, if there are due grounds for complaint, the cause of the complaint should be removed. A member of staff should be identified who is capable of undertaking whatever course of action is needed.

A letter of reply to the complainant will be written by the Managing Director. Generally, the reply may include one or more of the following:

- An explanation
- An apology
- An assurance that the same thing will not happen again, along with details of the corrective action that is being taken to ensure this
- Details of what action has been taken to put things right
- Enquiry whether the customer is now satisfied, or whether any other action needs to be taken.

All complaints, whether written or spoken, are to be logged by the Quality Manager. The record is to include brief details of the complaint and the response given. The complainant must be given the opportunity to comment on their satisfaction, or otherwise, of the way in which their complaint has been dealt with, and this too is to be recorded.

A handwritten signature in black ink, appearing to be 'Dale Morgan', written over a horizontal line.

Dale Morgan, Chief Executive Officer - TCHC