

BROMSGROVE MODELS COMPLAINTS POLICY

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1. Objectives

Bromsgrove Models will monitor, record, take seriously, and deal promptly with any complaints received, and ensure that prompt action is taken to satisfy the complainant wherever possible. If necessary Bromsgrove Models will improve internal operations to rectify any weaknesses highlighted by the complaint.

2. How to complain

Complaints can be made;

- Verbally over the phone using the contact details below;
- In writing to the email address, postal address or fax number below; or
- Verbally in person at the address below.

3. Contact details

Name: John Russell
Job title: Proprietor
Address: 13 Fairmont Road, Bromsgrove, Worcs, UK B60 2HJ
Phone number: +44 (0)1527 877066
Fax number: +44 (0)1527 877066
Email address: info@bromsgrovemodels.co.uk

4. Procedure for dealing with complaints

All complaints to be recorded and kept on file. All written complaints will be kept on file; a written note will be made of any verbal complaints.

All complaints will be investigated and responses made in a timely manner (as set out in Section 5 below). The record of complaints will be periodically reviewed and lessons learned from them/practices changed accordingly.

5. Timescale for responses

If possible, the issue will be resolved immediately. Otherwise, Bromsgrove Models will acknowledge receipt of all complaints within 7 working days, and respond in full to all complaints within 14 working days. Responses will be communicated in the same manner as the complaint was received; either verbally, or in writing.