

CAMMACK AND WILCOX LIMITED
MASTER COMPLAINT POLICY

POLICY

Cammack and Wilcox Limited (CW) are committed to providing the best possible customer and quality standards to clients and third-party companies/businesses.

All persons shall be given a fair and equal opportunity to respond and communicate their version of events without judgement or prejudice.

CW owner has final and overall ownership, responsibility and authority in relation to actions, choices and decisions in all instances.

CW may refuse existing and/or decline potential contracts with businesses in which there have been past/previous complaints.

CW do not tolerate any verbal abuse, harassment, blackmail or threatening/intimidating behaviours and in such instances will involve police enforcement.

AIMS

CW shall aim (as far as reasonably practicable) to:

- Develop and maintain good working practices continuously through CW.
- Avoid conflicting and escalating instances.
- Improve on reported poor working practices, instances and complaints.
- Investigate and respond to all complaints made in a prompt and professional manner.

SCOPE

Policy does not refer to internal complaints made via CW personnel. In such instances, employees are to refer and adhere to separate 'Grievance Policy'.

Below terms/definitions shall be used, applied and referred to throughout this policy. Relevant data protection regulations shall be applied.

TERM	DEFINITION
Complaint	Expression of dissatisfaction relating to CW works, service or conduct. Refers to complaints made against CW from an external third party.
Address	The Old Works, 29A Doddington Road, Wollaston, Northamptonshire, NN29 7PR
Website	www.cammackandwilcox.co.uk Email info@cammackandwilcox.co.uk

PROCEDURE/S

CW politely request that complaints are raised in writing, marked for the attention of Paul Cammack, addressed to the above email or address. We advise that complaints are raised within 7 working days of occurrence, leaving long periods to pass could negatively impact on investigations, evidence gathering and timelines/memories.

Personal, direct, face to face complaints shall not be tolerated, accepted or investigated. No unauthorised personnel are permitted on any CW premises.

Internal investigations shall be conducted within 14 working days of receiving complaint. CW shall gather information, evidence and witness statements, third parties shall be contacted where needed. Findings and conclusions shall be detailed via internal report and communicated back accordingly.

In instances where internal investigations shall take longer than 14 days, CW shall inform relevant person/s, providing a date in which they can expect the investigation to be completed and communicated to them.