



CUSTOMER COMPLAINTS POLICY

POLICY STATEMENT

The Markwell Group aims to achieve the highest level of customer satisfaction. However, it is inevitable that at some stage we will receive customer complaints. When complaints do occur, we are committed to handling them promptly, fairly and in confidence.

In order to achieve this we will:

- Respond to all complaints within 48 hours;
- Endeavour to be courteous to the complainant;
- Where an immediate resolution is not possible, log the complaint and provide the customer with feedback on progress;
- Train all customer-facing personnel in complaints handling procedures;
- Appoint a member of the management with specific responsibility for implementing this policy;
- Review progress on resolving any outstanding issues regularly;
- Report our performance in complaints handling during management reviews;
- Effectively communicate this policy to all relevant stakeholders and review it at least annually for continuing suitability.

If you have any comments, concerns or suggestions regarding this customer complaints policy statement, please contact the Markwell Group.

Gavin Markwell
Managing Director