

External Complaint Handling Process

We take all complaints seriously and use the information from investigations to help us improve our service to customers, and remedy our systems, practices, and procedures. We will deal with concerns raised in feedback or complaints and provide feedback to complainants within a reasonable time frame.

This procedure is intended to ensure that we handle complaints from third parties fairly, efficiently and effectively. Therefore, when we receive complaints about non-conformance or compliance with our own policies and procedures, we will evaluate its significance, carefully analyse all potential causes and act as required.

Internal complaints are dealt with through separate mechanisms.

1. Response to complaints

We will assess and prioritise complaints in accordance with the urgency and/or seriousness of the issues raised. If a matter concerns an immediate risk to safety, the environment, security or quality, the response will be immediate and will be escalated appropriately.

We are committed to being accessible and responsive to all people who approach us with feedback or complaints. At the same time our response depends on –

- the significance of the complaint;
- our ability to do our work and perform our functions in the most effective and efficient way possible;
- the health, safety and wellbeing of our staff,
- the impact on the environment; and
- our ability to allocate our resources fairly across all the complaints we receive.

2. Confidentiality, objectivity, and fairness

We will protect the identity of people making complaints where this is practical and appropriate.

We will also ensure that the person handling a complaint is different from any staff member whose conduct or service is being complained about.

3. Stages



3.1 Receipt

We will record all formal complaints and supporting information using our CIR form. We will also assign a unique identifier to the complaint file.

3.2 Acknowledgement

We will acknowledge receipt of each complaint promptly using the most appropriate medium (e.g., email, direct contact, etc.) for communicating with the complainant.

In all instances, we will make the complainant aware of this procedure which is available on our company website.

3.3 Assessment & action

We will confirm whether the issue raised in the complaint is within our control. We will also consider the outcome sought by the person making the complaint and follow our CIR process to investigate the complaint and its root causes. Appropriate action will be taken to resolve the issue.

3.4 Communication

Whenever possible, we will advise the complainant when the investigation is complete and corrective action has been taken.

3.5 Closing & record keeping

We will keep comprehensive records about -

- how we managed the complaint
- the outcome of the complaint; and
- actions that have been taken.