Complaint Handling Policy

Purpose
The purpose of this policy is to ensure that complaints from customers, clients, employees, or stakeholders are handled in a fair, timely, and transparent manner. This policy establishes a clear process for lodging, assessing, responding to, and resolving complaints.

Scope
This policy applies to all complaints received by CWC360 Limited, regardless of the medium (verbal, written, electronic) and the source (internal or external). It covers complaints about services, employee conduct, processes, and organisational practices.

Definition of a Complaint
A complaint is an expression of dissatisfaction made to or about the organisation, related to its products, services, employees, or the handling of a complaint, where a response or resolution is explicitly or implicitly expected.

Guiding Principles
- Accessibility: The complaints process is easy to find and understand.
- Responsiveness: Complaints are acknowledged promptly and resolved as quickly as possible.
- Fairness: Complaints are handled impartially, objectively, and confidentially.
- Accountability: We take responsibility for decisions and actions and use complaints to improve services.
- Continuous Improvement: Data from complaints will be used to identify trends and areas for improvement.

Complaint Handling Process
Lodging a Complaint
Complaints can be submitted via:
- Email: info@cwc360.co.uk
- Phone: 01928 890110
- In person or by letter at: 71 Main Street Frodsham WA6 7DF

Acknowledgement
Complaints will be acknowledged within 24 hours business days of receipt.
Assessment and Investigation
Complaints will be assessed for severity, complexity, and the appropriate course of action. Investigations will be conducted in a thorough and impartial manner, respecting the rights of all involved.
Resolution
We aim to resolve complaints within 3 business working days. Where resolution is delayed, we will provide updates to the complainant.
Escalation
If a complainant is not satisfied with the outcome, the matter can be escalated to a senior management.

Record-Keeping and Reporting
All complaints and their outcomes will be documented and stored securely on the company

concerns log. Reports will be regularly reviewed by management to identify trends and inform service improvements via management review meetings.

Confidentiality
All complaints will be handled in accordance with applicable privacy laws and internal confidentiality guidelines.

Review
This policy will be reviewed annually or as needed to ensure its effectiveness and alignment with best practices and legal requirements.