

## **Complaints Procedure**

### **1. Introduction**

We always aim to provide a high standard in all aspects of our interaction with you the customer.

Our customers' views are important to us and help to ensure Aqualine Marketing/ Onward Trading are consistently meeting customer's expectations. If you are unhappy with any aspect of the service you receive from us, it is important that you let us know.

### **2. Making a complaint**

We aim to handle complaints quickly, effectively and in a fair and honest way. We take all complaints seriously and use valuable information from investigating to help us improve the service we provide. We treat all complaints in confidence.

### **3. How you can make a complaint**

You can complain:

- in person
- by telephone
- through a member of our staff
- by letter
- by email

### **4. Anonymous complaints**

We deal with anonymous complaints under the same procedure; however it is better if you can provide contact details so we can tell you the outcome of our investigation.

### **5. Responsibility**

The Admin Manager has overall responsibility for dealing with all complaints made.

We will provide as far as is reasonably practical:

- any help you need to understand the complaints procedure; or
- advice on where you may get that help.

### **6. How we handle complaints**

The Admin Manager will liaise with staff involved in the transaction or interaction which has led to the initial complaint, and may ask another member of the management team to investigate further if deemed appropriate.

We will acknowledge a complaint within 3 working days and give you the name and contact details of the person investigating it.

We will keep you informed about the progress of the investigation. We aim to have all complaints finished within 28 working days unless we agree a different time scale with you.

When we have finished investigating, we will communicate with you the outcome by the most appropriate means:

- details of the findings;
- any action we have taken; and
- our proposals to resolve your complaint.

Any complaint which we believe results in a non-conformance, will be logged in our performance log as per our Quality Management System. This is analysed on a regular basis to allow us to improve the service we provide.

## **7. Time limits**

You should complain as soon as you can after the date on which the event occurred or came to your notice. All notifications with regards to incorrect deliveries including short shipping or incorrect goods supplied, should be notified within 7 days, as stated on our order Acknowledgments..

## **8. Further steps**

At any stage during the process, if you are not happy with the way Aqualine Marketing/ Onward Trading is dealing with your complaint you can contact Our Quality Manager, Ian Cooke at:

icooke@cquip.com