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## COMPLAINTS AND APPEALS POLICY AND PROCEDURE

### STATEMENT

Fleet Planner Compliance Solutions Ltd:

- ❖ Is committed to providing a high standard of quality products and services to our clients;
- ❖ Will take seriously any complaint or appeal and will look into it promptly;
- ❖ Recognises that all clients have the right to raise complaints about our products and services; and can request a copy of the policy and procedure at any time;
- ❖ Complaints and appeals procedure is open to everyone who receives, received or requested a service from the Fleet Planner Compliance Solutions Ltd and people acting on their behalf;
- ❖ Will deal with complaints and appeals in line with the Company Confidentiality policy;
- ❖ Will keep a register of all complaints and appeals, which will be reviewed regularly by the senior management;
- ❖ Complaints and appeals procedure will be part of the process of monitoring the quality and effectiveness of its services;
- ❖ All personnel are required to read, understand and comply with this policy and its procedures.

### INTRODUCTION

Fleet Planner Compliance Solutions Ltd strives for high standards in products and service delivery and welcomes feedback from clients, contractors and anyone who works with us, on all aspects of our services. Such feedback is invaluable in helping us evaluate and improve our work.

The objectives of the complaints and appeals policy and procedures are to:

- ❖ Ensure everyone knows how to make a complaint or appeal and how it will be handled;
- ❖ Ensure that complaints and appeals are dealt with consistently, fairly and sensitively within clear time frames;
- ❖ Provide individuals with a fair and effective way to complain about our work;
- ❖ Ensure that complaints and appeals are monitored to improve our services.

We will:

- ❖ Investigate the facts and the nature of your complaint or appeal;
- ❖ If necessary, ask for any additional information from you or from any other relevant parties who we think can assist in the investigation;
- ❖ Aim to write to you within 10 working days from receipt of your information to tell you of the outcome and, if your complaint or appeal is substantiated, any action which will be taken.

You should provide us with details of:

- ❖ The reason for your dissatisfaction;
- ❖ The facts giving rise to your complaint or appeal;
- ❖ For an appeal against an audit, specifically why you consider the conclusion to be incorrect or unsatisfactory and any information sources used.