



## COMPLAINTS 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 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 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 in line with the Company Confidentiality policy;
- ❖ Will keep a register of all complaints, which will be reviewed regularly by the senior management;
- ❖ Complaints 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 policy and procedures are to:

- ❖ Ensure everyone knows how to make a complaint and how it will be handled;
- ❖ Ensure that complaints 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 are monitored to improve our services.

We will:

- ❖ Investigate the facts and the nature of your complaint;
- ❖ 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 5 working days from receipt of your information to tell you of the outcome and, if your complaint 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;
- ❖ For an appeal against an audit, specifically why you consider the conclusion to be incorrect or unsatisfactory and any information sources used.

### DEFINITION OF A COMPLAINT

A complaint is an expression of dissatisfaction by an individual or a business, whether justified or not. In this document complaint means a concern, complaint or an appeal.