

# Customer Complaints Policy

The management of all complaints is in partnership with our clients and we will operate in accordance with their internal complaints process.

## Aims and Objectives

The aims and objective of the Complaints policy is to ensure that all customer issues and / or complaints are dealt with as promptly, efficiently and effectively as possible.

We ensure that our customers have one point of contact when dealing with their complaint from start to completion, thereby ensuring a swift and trouble free resolution.

The Customer Service Manager is the dedicated person to deal with customer complaints and have the autonomy on the overall decision of the issue / complaint.

1. All complaints will be taken seriously and the resolution of these will be prompt.
2. All complaints will have an acknowledgement sent out within 24 hours of receipt into branch.
3. We will endeavour to resolve all complaints and close off within 15 working days maximum.
4. The customer will be notified every 7 days after the complaint has been open.
5. In the event where the complaint needs to remain open for longer than 15 days to ensure a satisfactory conclusion, the customer will be given a guideline as to when the complaint will be closed.
6. A complaints database will be used to log all issues / complaints received to ensure a robust audit trail is maintained.
7. All issues will be dealt with by the Customer Service Manager immediately to prevent them becoming a complaint.
8. In Response Level P0 P1 complaints will be logged as Level 1 on the database, actioned, resolved and closed by end of business day or 24hours.
9. In P2 P3 contracts if these run over 48 hours, then it will be logged onto the database as a Level 2 complaint. The exception to this is Damage and issues that warrant further investigation, they will be logged from day one as a level 2.
10. Upon conclusion of a complaint a resolution Letter will be sent out to complete the process. If a letter is not required, the customer will receive verbal confirmation that the complaint has been closed.
11. If a complaint is rejected, a Complaint Closure letter will be sent to the customer.
12. Where applicable our policy is to replace like for like.
13. If Compensation is paid out, a letter will be taken to the customer with the cheque. For the customer to sign as acknowledgement of receipt .
14. If an issue/complaint relates to a Sub-Contractor, the complaint will be dealt with directly by the company and not by the Sub- Contractor
15. If the customer is dissatisfied with the resolution they have a right of appeal to the Head of Customer Services.

The Pyramid website has the facility for customers to respond via our Customer Services link

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