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# Once For All

## Group Complaints Policy

### **Purpose**

The Once For All Group, and its subsidiary companies have a duty of care and an obligation to provide a clear, fair and transparent complaints procedure for our customers.

This document is to advise staff and customers of the framework which underpins the way in which we will manage complaints, in line with ISO10002:2018.

A customer complaint is any expression of dissatisfaction about the services of any subsidiary company of the Group, where a response or resolution is explicitly or implicitly expected.

### **Scope**

This policy is applicable to all companies in the Once For All Group, including Fortius Ltd, Fortius VA Ltd, Builder's Profile, The Builders' Conference, and OFA SAS.

### **What is this document not for?**

This document is not for Requests for information under GDPR, Data Protection or Freedom of Information Acts, or challenges to decisions where a right of appeal/legal recourse is available.

### **Governance**

This document is owned by the Group Compliance Team and will be reviewed annually.

## **Policy**

All companies within the Group are committed to providing excellent service in every interaction we have with our customers. Sometimes we get things wrong or are unable to help customers in the way they would like. Our complaints procedure gives our customers a voice to provide feedback about our services.

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Comments and complaints are important to us, they help us understand what works well, give us an opportunity to rectify errors and continually improve our products and services.

In order to meet the organisations objectives and goals, it is our policy to develop, implement and maintain a Complaints Management System to:

- Provide a clear, fair, transparent, accessible, and responsive complaints procedure that addresses the needs and expectations of our customers
- Ensure that complaints are addressed in an equitable, objective, and unbiased manner
- Acknowledge complaints within two working days of receipt
- Investigate and respond to complaints within 15 working days of receipt
- Remediate all complaints appropriately, correcting any errors, and offering compensation where this is considered appropriate
- Accurately identify the root cause of all complaints, analysing trends and implementing appropriate preventative action
- Provide an unbiased and independent escalation process for complaints where mutually agreeable resolution is not reached at first level
- Ensure our staff are trained, competent and confident to effectively manage customer complaints and deliver the best possible level of service to our customers
- Allow us to define complaints objectives which will be agreed, documented, communicated, monitored, and reviewed as part of our management processes, to ensure we continue to improve our service and products, and our performance in service delivery
- Maintain a programme of regular management reviews and internal audits, to demonstrate our success in complaints management and service delivery, and to identify areas where we can improve and further develop our services and products
- Meet the requirements of any other interested parties not already specified
- Ensure maintenance of ISO10002:2018 certification with approved certification bodies where this is already held.
- Obtain ISO10002:2018 certification from an approved certification body where certification is not yet achieved.

The Chief Operating Officer is the nominated top management representative and as such is responsible for ensuring that our systems, policies, and procedures are effective, and that all staff support, understand and comply with these. However, as an organisation we recognise that quality, including complaints management, is not solely the responsibility of one person. Indeed, it is our aim that all employees feel a high

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degree of ownership in the Quality System, thus making it an integral part of our culture and all that we do. We are committed to continual improvement of this culture of quality.

Responsibility and authority have been assigned to the Compliance Team to ensure our Integrated Management System conforms to the requirements of ISO9001:2015, ISO10002:2018 and ISO27001:2013. This Compliance Team includes the trained departmental Complaint Handlers, and our extended group of Compliance Champions, who are advocates for the IMS within their own areas of the business.

The Complaints Policy is reviewed by the Compliance Team at least annually, who will recommend amendments and updates to the policy as part of the continuous service improvement process.

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