



# arktek<sup>®</sup>

## Customer Complaints Policy & Procedure

### Policy Statement

Arktek Group Limited is a responsive company guided by a set of core values. We welcome comments and complaints and are committed to deal with them fairly and effectively. While we always want to get it right first time, complaints can be a valuable part of quality improvement. Arktek Group Limited sets high standards and we want to know if we fall short of achieving them.

#### Arktek Group Limited will: -

- Welcome complaints as a valuable means of quality improvement and improving service delivery;
- Make a distinction between informal complaints, where we can resolve the issue quickly and formal complaints which need to be looked into;
- Deal with all complaints fairly and effectively, providing explanations and resolution;
- If a complaint is upheld, put preventative action in place so that the issue does not reoccur;
- Ensure that staff are familiar with the policy and can explain it to people who want to make a complaint;
- Keep our policy and procedure under review.

#### Principles

In conjunction with Arktek's ISO 9001:2015 certification and the Consumer Protection Act 1987, this policy extends our commitment by including the considered views and comments of our Customers, Supply Chains, and Arktek Group Limited's own staff. It is intended that this statement will emphasise the standards of quality and service the company is intent upon providing and offer the reassurance that any item, which does not achieve the required standard, will be promptly addressed and adequately resolved.

**Signed:**



**Position:** Managing Director

**Date:** 01/12/2021

**Revision:** 02



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## Customer Complaints Procedure

### 1. Purposes

Arktek Group Limited's Complaints procedure helps ensure that: -

- Customer complaints are dealt with promptly, efficiently, courteously and systematically;
- Customer complaints are treated confidentially and fairly;
- Customers are kept informed of the progress and outcome of their complaints.

### 2. Procedures

To ensure we are able to put things right as soon as we can, please read our complaints procedure below and we will respond promptly to ensure complete satisfaction. As soon as possible after the completion of the works, please inspect the work to ensure everything has been carried out to our usual high standards. In the unlikely event there is anything you are not completely satisfied with, please contact us about your complaint in the following ways:

In writing – send your queries to our head office (Arktek Group Limited, Anderson House, North East Business and Innovation Centre (BIC), Sunderland, Tyne and Wear, SR5 2TJ)

By telephone – call us on **0191 516 6911** during our office hours (Monday to Friday 9 AM – 5 PM)

By email – send your queries to [info@arktek.co.uk](mailto:info@arktek.co.uk)

We aim to respond within 3 working days of receiving your complaint and where possible, will provide you with a date to remedy any issues raised.

We aim to resolve your complaint straightaway but if we are unable to do this, we will write to you within three business days with the following information:

- Why we have not resolved your complaint;
- Who is dealing with your complaint; and
- When we will contact you again.

We will aim to resolve your complaint quickly but it may take longer if it is complex.

We will keep you informed on a regular basis but if you need an update please call us on **0191 516 6911** and ask to speak to the person handling your complaint.

There are 6 key stages in the procedure:

**Stage 1** – Upon receipt of any customer contact; via phone, e-mail, social media, letter, or verbal site communication, the contact is to be immediately recorded on the customer database by Arktek Customer Care Team.

**Stage 2** – Where the communication cannot be resolved immediately over the phone or on site, a member of the customer care team will then fully investigate the issue and contact the customer to arrange for any appropriate remedial action.

**Stage 3** – In the event an issue cannot be dealt with by one of our team members, the issue will be escalated to the office manager and if necessary, a company director. This may necessitate a site visit to try to resolve the issue. The meeting is documented and records are kept on file for quality assurance records.

**Stage 4** – In the unlikely event that the company senior management are unable to reach a successful resolution within 8 weeks, we will send a letter giving our reasons for the delay and an indication of when we expect to provide a final decision; or we will issue our final decision letter which will explain our final position.



**Stage 5** – Where a number of complaints about the same issue are received, the quality assurance section may implement an action plan to investigate and improve an area.

**Stage 6** – Arktek seeks to resolve any site issued within 24 hours, where further investigation is required, any remedial actions must be completed within 7 days of the issue being raised. All customer contact records are reviewed weekly by the customer care team to ensure compliance with the above.

Our aim is to resolve all complaints internally. However, if after receiving our final decision letter, or if eight weeks have passed (this is sometimes referred to as the “eight-week rule”), you may have the right to refer your complaint to the Financial Ombudsman Service (FOS). The eight weeks start from the date a complaint is received anywhere in our business. Their contact details are shown below.

Financial Ombudsman Service can be contacted in writing:

Financial Ombudsman Service  
Exchange Tower  
London  
E14 9SR



Tel: 0800 023 4567 (free for most people ringing from a fixed line) or 0300 123 9123 (cheaper for those calling using a mobile) or 44 20 7964 0500 (if calling from abroad)

Email: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)

Further information can be obtained from the Financial Ombudsman Service’s website at [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)

If you are not satisfied with any aspect of our service or products relating to your finance agreement, please tell us about your complaint.

Telephone: (0191) 516 6911

Email: [info@arktek.co.uk](mailto:info@arktek.co.uk)