



Key Traceability Complaint Policy and Form

Policy Statement

At Key Traceability, we aim to provide excellent customer service for all of our clients and hold ourselves to high standards for the work we deliver. Whilst we try to make every effort to ensure we're delivering a great service, sometimes mistakes are made. If something has gone wrong, we want to know about it so we can restore satisfaction and improve our company processes.

We have developed a complaints procedure for you to voice any concerns and to allow us the opportunity to investigate the complaint and correct mistakes where they may have been made.

Making a Complaint

If you are able to raise your complaint in person at the point you identify it, this will allow us to try and rectify it at the time. If this is not practically possible or the complaint is not fully resolved, then please contact us by email or telephone. For written complaints, the form included on the following page can be used as a template.

Written Complaint Procedure

- We will contact you to acknowledge receipt of your complaint within 3 working days, enclosing a copy of this procedure.
- We will investigate your complaint. This will include review from a member of the management team.
- We will send you a written reply to your complaint, including the findings of the investigation and actions we have or intend to take. This will be sent within 21 working days of acknowledgment of your complaint.
- If you are not satisfied with the outcome of our investigation or proposed corrective actions, contact us again and your complaint will be handled by management.
- A member of management will contact you within 10 working days of receiving your request after reviewing the complaint and will confirm the final decision on your complaint, explaining our reasons.

We will notify you if any of the timeframes change, and explain why.

Version no.	Date	Approved by:	Details of Change	Author
1	August 2017	Director	Initial Release	Document Controller

Key Traceability Complaint Form

1a	Name:	
1b	Telephone number:	
1c	Email address:	
1d	Preferred contact method:	Telephone / Email / Other (please state:)
1e	Company:	
1f	Company address:	

2a	Project name:	
2c	Date:	
2d	Summary of complaint:	

FOR INTERNAL USE ONLY

3a	Name of person investigating complaint:	
3b	Findings of investigation:	
3c	Actions taken:	

4a	Date complainant contacted with investigation findings:	
4b	Date complaint closed:	

5a	Date of review by management:	
5b	Name of reviewer:	
5c	Signed:	