



## **ctrq – Complaints Policy**

ctrq is committed to providing a quality service to our Customers and Clients. If you do not receive satisfaction from us, we would like you to tell us about it. All complaints are taken seriously and all feedback is appreciated as it provides us with an opportunity to improve our standards. All complaints and feedback are referred on to the relevant people within the business for investigation without delay.

ctrq are dedicated to its people, but we realise we may not always get it right to the satisfaction of the person, hence the need for the correct procedure to enable the person to let us know what is wrong.

### **Complaints Procedure:**

If you have a complaint, please contact James Davies, Group Director of HR at the following address:

ctrq  
1 Smithy Court  
Smithy Brook Road  
Wigan  
WN3 6PS

- 1.** We will send you a letter or email, acknowledging your complaint and confirming its receipt. You should expect to receive this confirmation within 5 working days of us receiving your complaint.
- 2.** We will then record your complaint in our database and start to investigate on your behalf. This is likely to involve the following steps;
  - Examining your records/statement to ascertain the sequence of relevant events
  - Asking the member of staff with whom you dealt to provide a written response
  - Referring all pertinent correspondence and internal records to the appropriate people within the business
- 3.** A full response to your complaint will be drafted by the appropriate person and sent out to you with any supporting documentary evidence. In addition, if the relevant person considers it appropriate, s/he may wish to discuss the events surrounding your complaint directly with you. The majority of complaints we receive are resolved in this way as the person is able to explain how ctrq intends to resolve the issue and, if appropriate, offer an apology/resolution to your complaint.
- 4.** If you are not satisfied with the outcome you can request in writing that the decision of the person to whom the matter was first referred, be reviewed. The Group Director of HR will be appointed to review the initial decision. We will let you know of the outcome of this review in writing as soon as possible. This decision will be final.
- 5.** We aim to acknowledge, investigate and resolve all complaints within 14 working days of receipt.