

## COMPANY COMPLAINTS PROCEDURE

WASHCO welcomes all constructive feedback on our activities, whether positive or negative, understanding that from time to time our customers may be dissatisfied or concerned with the outcome of their dealings with us. This procedure provides a mechanism that will deal with any genuine complaint in a timely and open way.

If the service that you have received from us does not meet your expectations, you have the right to have your complaint heard.

This complaints procedure assumes that we have not been able to resolve your complaint through informal measures and that, in this instance, the steps below should be followed.

### Step One

The complaint should be emailed to [info@washco.co.uk](mailto:info@washco.co.uk), indicating its nature and the outcome sought. It will be directed to the relevant departmental manager who will acknowledge receipt of your complaint within 5 working days.

### Step Two

We will investigate the issue(s) raised. We will aim to complete our investigations and provide a final written response, which will be emailed to you, as soon as possible and no longer than four weeks after receiving your complaint. If we are unable to do so, we will contact you in writing to advise you that our investigations are continuing, why you have not yet received a response and when you can expect to do so.

Our written response will:

- summarise our investigations;
- set out our views including, where appropriate, acknowledging any fault;
- give details of any settlement offer explaining how it has been calculated;

In the unlikely event that we have not been able to provide a final written response to your complaint within eight weeks, we will write to you again explaining why we are unable to make a written response, the reasons for the delay and when you can expect to receive a final written response.

### Step Three

Please contact us in writing within eight weeks of receipt of our response confirming whether or not you are satisfied with the outcome of the complaint. If you are not satisfied with the outcome, we will provide a written response within 10 working days of hearing from you, setting out the best way for you to take matters forward.

If you do not write to us within eight weeks of receipt of our response, we will assume you are satisfied with the outcome of the complaint and will not contact you again. Any offers of redress will be automatically withdrawn.

### Step Four

Note that the ombudsman service will not consider a complaint until you have first complained directly to us (as set out above) and given us the chance to put matters right. If we can resolve the complaint to your satisfaction, then the ombudsman service will not get involved. If we cannot settle matters to your satisfaction or fail to resolve the complaint within eight weeks, then the ombudsman service may be able to consider the complaint. The ombudsman is independent of us and you and considers each case impartially on its own merits.

### What you can expect from us in handling your complaint

We will:

- deal with your complaint impartially, fairly, effectively and promptly;
- maintain confidentiality throughout the complaints process, revealing information to others only to the extent required to complete a proper investigation into the issues you have raised and to make a considered response.