

# Tatry Group Ltd

## Complaint Handling Policy

Tatry Group is committed to providing the highest levels of customer service and continually strives to meet and exceed the expectations of its customers. However, we recognise that there may be times when we don't get it right and our customers wish to make a complaint.

We have therefore developed this policy to describe in simple terms how customers can make a complaint, how we will manage the complaint, and the levels of service customers can expect.

We embrace the philosophy of continuous improvement in all aspects of our service delivery, and view complaints as a valuable opportunity to improve our performance and ensure that we learn from our mistakes. It is our intention to provide our customers with access to a customer-focused complaint handling process that is open, responsive and fair.

### 1. Objective

The objective of this policy is to ensure:

- Both customers and employee understand our complaints handling procedure
- Complaints are investigated impartially with a balanced view of evidence available
- Making a formal complaint is as easy as possible
- We treat a formal complaint as a clear expression of dissatisfaction with our service which calls for an immediate response
- we learn from complaints and use complaints to improve our service
- All complaints are handled fairly and consistently

### 2. What Is A Complaint?

We would consider a complaint to be "A written or verbal expression of concern, dissatisfaction or criticism relating to any aspect of our service to you the customer".

This may include, but is not limited to:

- Failure to achieve the standards of service we have promised
- Unacceptable delay or failure to respond to an enquiry or request
- Dissatisfaction with the actions of our staff or contractors & agents working on our behalf

### 3. Roles and Responsibilities

- **All frontline service employees** - have a responsibility for receiving complaints, treating them seriously and dealing with them appropriately. Wherever possible, complaints should be dealt with informally and promptly. All complaints received by a member of staff must be forwarded to their line manager to be recorded.
- **Help Desk employees** - receive all complaints and are responsible for logging and monitoring the complaints in accordance with the procedures below.
- **Area Managers** - have a responsibility to take a lead role in resolving complaints through investigation (when appropriate) and responding to the complainant.
- **Managing Director** – has the responsibility to ensure compliance with this policy and to take a lead role in resolving serious complaints through investigation (when appropriate) and responding to the complainant. The Managing Director will also take

responsibility for complaints when customers are dissatisfied with the quality of response or resolution from the management team.

#### **4. Making A Complaint**

We have a highly competent management that are easily contactable via telephone, post, e-mail and our website. All our office, administration and management personnel have been trained to handle customer complaints and will respond quickly and courteously to your complaint, while ensuring that the details are logged accurately, and the best remedy offered for the issue you have raised.

#### **5. How to Contact Us**

##### By Telephone

All verbal complaints should be referred to our dedicated Helpdesk on 0800 411 86 71 who will log the complaint and provide further guidance.

##### By E-Mail

Please send all e-mail complaints to [info@tatry-group.com](mailto:info@tatry-group.com) quoting your company, a contact name and telephone number.

#### **6. Acknowledgment of Complaints**

All written complaints received via post, e-mail and the company website will be acknowledged in writing within 72 hours of receipt.

Complaints should be referred to our dedicated Area Manager for the service or our Helpdesk. Frontline service employees should report complaints they receive swiftly to their line manager so that they can be quickly acknowledged and properly processed.

#### **7. Response Times**

We aim to respond to all written correspondence within 72 hours of receipt. In the first instance we will attempt to contact the correspondent by telephone, should we be unsuccessful we will provide a written response detailing our suggested remedy and contact details.

#### **8. Resolution Times**

Our aim, where possible, is to provide a resolution to all customer complaints on first contact, however this is not always possible, and it may take longer to investigate and resolve a complaint to your satisfaction.

#### **9. Referral of complaints to Financial Ombudsman Service**

While we always aim to agree a remedy with our customers, any eligible complaint relating to consumer credit activities that has not been resolved within 8 weeks can be referred to the Financial Ombudsman Service who will make an independent and impartial final decision. Guidance regarding the eligibility of complaints can be provided by our staff or the Financial Ombudsman Service.

#### **10. Quality of Response or Resolution**

It is our aim to resolve all complaints to our customer's satisfaction, we will therefore monitor the speed and quality of our responses to verify that all complaints receive a response or

resolution within agreed timescales, are fully and fairly investigated and offer an equitable remedy.

### **11. Confidentiality**

Our Complaints Handling Policy will ensure the utmost levels of confidentiality so that customers are not discouraged from making a complaint.

In addition, accusations made regarding the behaviour of our employees will only be made known to those staff members directly involved in the investigation of the complaint.

### **12. Review**

The Managing Director undertakes to periodically review this policy in light of current and planned future activities, on an annual basis, and more frequently when legislation or industry best practice dictates.

This policy has been reviewed and approved by:

<b>Name:</b>	Jonathan Sisk
<b>Position:</b>	Managing Director
<b>Date:</b>	10/06/2022
<b>Signature:</b>	<i><b>Jonathan Sisk</b></i>