

Complaint Handling Policy

Document No. Annex 9.1.2.D

Version No. 6.0



Complaint Handling Policy

We are committed to providing high-quality service and products to all our customers. When something goes wrong, we invite you to tell us about it. A complaint can be made via email, letter, or telephone call. BES Rehab Ltd guarantees that making a complaint will not affect anyone's statutory rights: in fact, we take this as an opportunity to improve on our service and products where they may be failing. The procedure is as follows:

- Complaint is logged via email, letter or telephone call
- A member of our team raises a Support Case and logs the complaint onto our ERP system and seeks more detailed information relating to the complaint
- The complaint is forwarded to the respective Manager and also the Quality Assurance Manager
- We acknowledge receipt to the complainant within one business day, where possible
- The respective Manager will contact the complainant and maintain communication throughout the resolution period. Should a meeting be required we will request the same at a time that suits the complainant
- A solution is offered and we ascertain that the complainant is satisfied
- If satisfied, the support case is closed and deemed resolved. If not satisfied, other solutions are offered or, where needed, the case is escalated to a Senior Manager who will also go through the above steps
- We aim to resolve and close all cases within 5 working days*

If an investigation determines that activities outside the company contributed to the complaint, relevant information is exchanged between the companies involved. In line with our quality management procedures, the Quality Assurance Manager will audit cases and implement follow up. Any customer complaint will be followed by corrective action, but should it not be, then the reason is authorised and recorded.

**This is subject to absence of conflicting circumstances such as awaiting receipt of defective product at our warehouse, employee involved being unavailable at the time etc.*

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Product or Service Complaint

Any goods or service related complaint is to be directed to our administrative team on:

BES Rehab Ltd
131 South Liberty Lane
Bristol BS3 2SZ

info@bescorporate.net

01179 666 761

Employee Complaint

Any employee related complaint is to be directed to our HR Manager on:

BES Rehab Ltd
131 South Liberty Lane
Bristol BS3 2SZ

nth@bescorporate.net

01179 666 761

This can also be directed to the individual's supervisor/manager if known.

If you are unhappy with the outcome of a complaint and have exhausted our complaints process, you can approach the British Healthcare Trades Association (BHTA) for mediation (and ultimately arbitration) and, as a member, we will participate in this process.

BHTA can be contacted at:

New Loom House
Suite 4.06
101 Back Church Lane
London E1 1LU
Tel: 020 7702 2141
Email: complaints@bhta.com
Web: <http://www.bhta.net/home/complain.html>

Alternatively, you can approach Alternative Dispute Resolution provider ProMediate (UK) Limited but we will not participate if you do so, or please visit the EU's online platform for dispute resolution at <http://ec.europa.eu/consumers/odr/>