

D14 COMPLAINTS POLICY

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ACCIPIO



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SCOPE

The policy provides a definition and examples of Complaints which may occur. The process for making a complaint is described.

DEFINITION

We aim to give everyone an excellent experience when dealing with Accipio, so we welcome your comments, suggestions and feedback about the service you have experienced when contacting us or when using any of our products or services.

Many matters can be resolved informally so do contact the Customer Service Team on +44 (0) 2036388895 or email customer@accipio.com as we may be able to iron out the problem straight away. But if you feel the problem needs to be put on a more official footing, please follow the process below.

A complaint is an expression of dissatisfaction from you about our products, services or the complaints-handling process itself where it's clear that you expect us to identify the cause of the problem and to take some kind of remedial action.

We aim to ensure that:

- making a complaint is as easy as possible
- we treat a complaint as a clear expression of dissatisfaction with our service which calls for an immediate response
- we deal with it promptly, politely and, when appropriate, confidentially
- we respond in the right way, for example by giving you an explanation or an apology where we have got things wrong, and letting you know what action we've taken
- we learn from complaints and feedback and we use them to improve our service

It is not possible to provide a definitive list of examples of complaints, but the following are examples of situations that would constitute a complaint:

- incorrect invoicing
- certificate spelling errors
- lack of response to queries
- unable to unsubscribe to emails
- Website issues
- incorrect products received
- delay with receipt of certificates
- non-compliance with stated process e.g. not adhering to published timescales or processes

INVESTIGATION AND OUTCOME

The formal complaints procedure is intended to ensure that all complaints are handled fairly, consistently and wherever possible resolved to the complainant's satisfaction.

Accipio's aim is to resolve all matters as quickly as possible. However, inevitably some issues will be more complex and therefore may require longer to be fully investigated.



We'll acknowledge your complaint within 2 working days and let you know who will be dealing with it. We will appoint an appropriate person to investigate the matter on your behalf. We aim to resolve complaints within 8 working days but if it's going to take longer than that we'll keep you fully informed.

Once we have completed our investigation, we will explain what went wrong and why, apologise when it is appropriate and take action to remedy the situation as soon as possible.

The three stages to our complaints process are:

Stage one

If you have a complaint in relation to the service you have received from Accipio please raise your concern by emailing customer@accipio.com, explaining the problem as clearly and fully as possible, including any action taken so far. You can also contact the Customer Service team, by phoning +44 (0) 20 363 888 95.

Stage two

If you are not satisfied with the response you receive to your complaint, you can take the matter further by contacting a Director of Accipio by emailing customer@accipio.com setting out why you are dissatisfied.

A Director of Accipio will undertake a full review of the original complaint, the evidence collected by the person who investigated the matter on your behalf and their initial response. Consultation with all parties will take place to provide you with Accipio's response and any further actions that may need to be taken.

Final stage

If you are still not satisfied with the response you receive from a Director of Accipio you can take the matter further by writing to the Managing Director of Accipio.

CONFIDENTIALITY

Except in exceptional circumstances, we will try to ensure that your complaint remains confidential, but in some cases the circumstances giving rise to the complaint may make it impossible to maintain confidentiality. In these situations we will discuss this with you.

CONTINUOUS IMPROVEMENT

All complaints are reported and reviewed internally each month.

We aim to improve our business processes and our response to customers in the light of learning from the feedback we receive.