

Complaints Procedure

Complaints Procedure for Clifton Cameras Ltd

In the first instance, written complaints may be sent to The Operations Manager Unit A1B, Herrick Way, Staverton Technology Park, Staverton, Cheltenham, GL51 6TQ or by e-mail at sales@cliftoncameras.co.uk. Verbal complaints may be made by phone to 01453 548128

Receiving Complaints

Complaints may arrive through channels publicised for that purpose or through any other contact details or opportunities the complainant may have, such as social media.

The person who receives a phone or in person complaint should:

- I. Write down all the facts of the complaint
- II. Take the complainant's order number (if applicable) name, address and contact phone number
- III. Tell the complainant that we have a complaints procedure
- IV. Advise the complainant what will happen next and how long it will take
- V. Where appropriate, we may ask the complainant to send a written account by post or by email so that the complaint is recorded in the complainant's own words

Resolving Complaints

Step One

In many cases, a complaint is best resolved by the person responsible for the issue being complained about. If the complaint has been received by that person, they may be able to resolve it swiftly and should do so if possible and appropriate. Whether or not the complaint has been resolved, the complaint information should be passed to the Operations Manager or another senior manager if that isn't possible on the same day.

On receiving the complaint, the Manager records it in the complaints Task. If it has not already been resolved, they will investigate it and to take appropriate action. If the complaint relates to a specific person, they should be informed and given a fair opportunity to respond.

Complaints should be acknowledged by the person handling the complaint within two business days. The acknowledgement should say who is dealing with the complaint and when the person complaining can expect a reply. A copy of this complaints procedure should be attached. Ideally complainants should receive a definitive reply within a month. If this is not possible because for example, an investigation has not been fully completed, a progress report should be sent with an indication of when a full reply will be given.

Whether the complaint is justified or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the

investigation, and any action taken as a result of the complaint.

Step Two

If the complainant feels that the problem has not been satisfactorily resolved at Step One, they can request that the complaint is reviewed by the General Manager.

At this stage, the complaint will be passed to the General Manager. The request should be acknowledged within two working days of receiving it. The acknowledgement should say who will deal with the case and when the complainant can expect a reply.

The General Manager may investigate the facts of the case themselves or delegate a suitably senior person to do so. This may involve reviewing the paperwork of the case and speaking with the person who dealt with the complaint at Step One. The person who dealt with the original complaint at Step One should be kept informed of what is happening.

If the complaint relates to a specific person, they should be informed and given a further opportunity to respond. Ideally complainants should receive a definitive reply within a month. If this is not possible because for example, an investigation has not been fully completed, a progress report should be sent with an indication of when a full reply will be given. Whether the complaint is upheld or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the

complaint. The decision taken at this stage is final, unless the General Manager decides it is appropriate to seek external assistance with resolution.

External Stage

As Clifton Cameras Ltd is a Retail company external complaints can be made here - <https://www.financial-ombudsman.org.uk/>

Variation of the Complaints Procedure

The Proprietor may vary the procedure for good reason. This may be necessary to avoid a conflict of interest, for example, a complaint about a third party service and/or trustee involved as a person leading a Step Two review.

Monitoring and Learning from Complaints

Complaints are reviewed annually to identify any trends which may indicate a need to take further action.