

Complaints Policy

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1. PURPOSE

1.1.1. Sanderson Solutions Group Plc and its associated and subsidiary companies (together “the Company,” “Group,” “our” or “we”) value complaints as they assist us to improve our products, services, and customer service.

1.1.2. This policy has been designed to assist both customers and staff in understanding our complaints process. We are committed to consistent, fair, and confidential complaint handling and to resolving complaints as quickly as possible. We aim to make it easy for people to make a complaint if they are dissatisfied and we will treat all customers making a complaint equally.

2. DEFINITION OF A COMPLAINT

2.1.1. Complaints are defined as any expression of dissatisfaction or grievance made to staff by a customer or member of the public in relation to our business.

3. RECORDING COMPLAINTS

3.1.1. All complaints made, whether verbal or written, will be recorded by the staff member at the time the complaint is made to them. Complaints relating to employees should be referred to the HR team by the staff member who took the details. All other complaints should be referred to the Group Operations Director. In each case, the complaint should be reported as soon as possible to allow the Company to appropriately address it.

3.1.2. When taking a complaint, staff will record the name and contact details of the customer, as well as full details of the complaint including the date. Details of all communication with the customer and any actions to resolve the complaint will be recorded in the same place.

3.1.3. Recorded complaints will also be monitored for any ongoing trends by management and efforts will be made to resolve any ongoing issues.

3.1.4. Customer’s personal details or details of their complaint will not be divulged to third parties unless we have the written consent of the customer.

4. INFORMING CUSTOMERS OF PROGRESS

- 4.1.1. We strive to resolve all complaints within seven (7) working days. Complaints, whether verbal or written, will be acknowledged promptly.
- 4.1.2. Customers will be given an approximate timeframe for resolution of their complaint at the time they make their complaint. Customers will be informed of the progress of their complaint regularly, especially if there are any delays or changes to what has been agreed.
- 4.1.3. Customers will be informed of any changes to our products or services as a result of their complaint.
- 4.1.4. Where appropriate, customers who have had a complaint resolved will be contacted at a later date to see
- 4.1.5. if they are happy with how their complaint was handled.

5. RESPONDING TO COMPLAINTS

- 5.1.1. All customers making a complaint will be treated with courtesy. Where possible, complaints will be resolved at the first point of contact. If appropriate to the complaint, frontline staff can offer to resolve a complaint immediately. Complaints will still be recorded.
- 5.1.2. If the complaint cannot be resolved immediately, the customer will be given a timeframe, a contact person, and details of our complaint handling process. Where possible, the staff member taking the complaint details will be the contact person.

6. ESCALATION OF COMPLAINTS

- 6.1.1. If a complaint cannot be resolved by the usual complaint process, it should be referred to the Group Operations Director, and the customer will be informed and given an amended timeframe for resolution.
- 6.1.2. If we cannot resolve the complaint to the customer's satisfaction, we will inform them about where they can take further action, depending on the nature of the complaint.

7. REVIEW OF COMPLAINT HANDLING POLICY & PROCEDURES

- 7.1.1. The Company is committed to continuous improvement, and this policy is reviewed and updated regularly for effectiveness.
- 7.1.2. This policy is supported by management. We commit to providing this policy to all staff and displaying it in our business for customers.

8. VERSION & REVIEW HISTORY

Version	Change Owner	Change Date	Change Description
1.2	Alex Bolland	01.07.2018	New format
1.3	Kelly Bates	20.08.2019	Review
1.4	Richard Hoyle	22.11.2019	Rebrand
1.5	Anya Burton	31.08.2020	Review
1.6	Anya Burton	26.08.2021	Review and change of Executive Owner
1.7	Anya Burton/Kelly Bates	13/11/2023	Review. Change of Policy Owner and clarification of escalation points in clauses 3.1 and 6.1
1.8	Nicola Price	13/12/2023	Change to doc reference number
1.9	Maddie Garrett	12/04/2024	Updated Branding
1.10	Anya Burton	31/01/2025	Review
1.11	Anya Burton	14/04/2026	Review. Update of Policy and Executive owners, and escalation points in clauses 3.1 and 6.1