

# **Ebbe Fone Galleria Limited**

## **Complaints Policy and Procedure**

### **1. Our Aim**

Ebbe Fone Galleria Limited is committed to providing a quality service and working in an open and accountable way that builds trust and respect. One of the ways in which we can continue to improve our service is by listening and responding to the views of our customers, and in particular by responding positively to complaints, and by putting mistakes right.

Therefore 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, with an explanation, or an apology where we have got things wrong, or information on any action taken etc.
- we learn from complaints, use them to improve our service, and review annually our complaints policy and procedures

We recognise that many concerns will be raised informally and dealt with quickly.

Our aims are to:

- resolve informal concerns quickly
- keep matters low-key
- enable mediation between the complainant and the individual to whom the complaint has been referred

This policy ensures that we provide guidelines for dealing with complaints from our customers about our services and staff.

### **2. Complaints**

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

### **3. Responsibilities**

Ebbe Fone Galleria Limited's responsibility is to:

- acknowledge the formal complaint in writing;
- respond within a stated period of time;
- deal reasonably and sensitively with the complaint; and
- take action where appropriate.

A complainant's responsibility is to:

- bring their complaint, in writing, to Ebbe Fone Galleria Limited's attention within 8 weeks of the issue arising;
- raise concerns promptly and directly with a member of staff in Ebbe Fone Galleria Limited;
- explain the problem as clearly and as fully as possible, including any action taken to date;
- allow Ebbe Fone Galleria Limited a reasonable time to deal with the matter, and
- recognise that some circumstances may be beyond Ebbe Fone Galleria Limited's control.

#### 4. Complaint Handler

The principle assigned to deal with complaints is Mei Wong who can be contacted by:

Post: Ebbe Fone Galleria Ltd, 1-2 Kingsway Buildings, Kingsway, Manchester M19 1PH

Phone: 0161 442 2000

Email: mei@ebbe.co.uk

#### 5. Complaints Procedure

Written records must be made at each stage of the procedure.

##### Stage 1

In the first instance, staff member(s) must establish the seriousness of the complaint. An informal approach is appropriate when it can be achieved. But if concerns cannot be satisfactorily resolved informally, then the formal complaints procedure should be followed.

##### Stage 2

If the complaint cannot be resolved informally, customer should be advised that a formal complaint may be raised, and the following procedure should be explained to them.

- a) A formal complaint can be made in writing.
- b) In all cases, the complaint must be passed to the Complaint Handler.
- c) The Complaint Handler must acknowledge the complaint in writing within one week of receiving it.
- d) An investigation will be carried out.
- e) The person making the complaint will receive a response based on the investigation within four weeks of the complaint being received. If this is not possible then a letter must be sent explaining why.

##### Stage 3

- a) If the complainant is not satisfied with the above decision, it can be escalated to the final stage of complaint process, the Escalated Complaint Handler
- b) The Escalated Complaint Handler will examine the complaint and may wish to carry out further investigation. They will respond within four weeks in writing. Their decision will be final.

## **The Ombudsman Service**

Our aim is to resolve all complaints internally. However, if after receiving our final decision letter, or if eight weeks have passed (this is sometimes referred to as the “eight-week rule”), customer may have the right to refer the complaint to the Ombudsman Service for free. The eight weeks start from the date a complaint is formally received in writing. Their contact details are shown below.

For energy:

Post: Ombudsman Services: Energy, P.O. Box 966, Warrington, WA4 9DF

Phone: 0330 440 1624

Email: [enquiry@ombudsman-services.org](mailto:enquiry@ombudsman-services.org)

For communications:

Post: Ombudsman Services: Communications, P.O. Box 730, Warrington, WA4 6WU

Phone: 0330 440 1614

Email: [enquiry@ombudsman-services.org](mailto:enquiry@ombudsman-services.org)