

COMPLAINTS POLICY

HOW BOXX GLOBAL MANAGES AND RESOLVES COMPLAINTS

Document

IG-POL-09

Review

Annual, or following significant change

1. POLICY STATEMENT

Boxx Global Ltd views complaints as an important opportunity to listen, learn and improve. Complaints provide valuable insight into our services, conduct and internal processes and allow us to identify where standards may not have been met, address concerns and, where appropriate, put matters right for the individual or organisation concerned.

We are committed to maintaining a complaints process that is fair, accessible, transparent and proportionate. Complaints will be treated seriously and handled professionally, without prejudice to the person or organisation raising the concern.

Boxx Global Ltd's policy is:

- **Fair and Accessible Process:** Provide a complaints procedure that is clear, straightforward and accessible to employees, clients, contractors, suppliers, partners and other stakeholders.
- **Professional Handling:** Ensure personnel understand how to recognise, receive, record and escalate a complaint and know who is responsible for managing it.
- **Timely Investigation:** Acknowledge and investigate complaints within reasonable timescales, ensuring that the circumstances and available evidence are considered objectively and fairly.
- **Resolution:** Seek to resolve complaints appropriately and, where possible, take reasonable steps to address the concern, correct any identified failing and maintain or restore effective working relationships.
- **Corrective and Preventive Action:** Identify the underlying causes of substantiated complaints and implement appropriate corrective or preventive actions to reduce the likelihood of recurrence.
- **Learning and Improvement:** Use complaints, trends and lessons identified to support improvements to company procedures, training, management systems and service delivery.
- **Confidentiality:** Handle complaints sensitively and share information only with those who need it to investigate, manage or resolve the matter, subject to applicable legal and regulatory requirements.
- **Protection from Retaliation:** Ensure that individuals or organisations raising genuine concerns in good faith are not subjected to retaliation, disadvantage or inappropriate treatment as a result of making a complaint.
- **Record Keeping:** Maintain appropriate records of complaints, investigations, outcomes and resulting actions to support accountability, monitoring and continual improvement.

2. SCOPE

A complaint may come from any organisation or individual that has a legitimate interest in Boxx Global and may include clients, partners, prospects, our supply chain or members of the public.

The complaint may be received verbally, by phone, by email, web form or in writing. For the purpose of this policy "Customer Services" refers to the Boxx Global staff who deal with customers (as opposed to a company department).

This policy does not cover complaints from staff who should use Boxx Global's Grievance and Policy.

3. RESPONSIBILITIES

- **Senior Management:** Senior management is responsible for ensuring an effective complaints process is maintained and that significant complaints, recurring issues and identified trends receive appropriate management attention.
- **Managers:** Managers receiving or becoming aware of a complaint must ensure it is recorded and handled in accordance with the company's complaints process. They are responsible for ensuring appropriate investigation, escalation and follow-up action within their area of responsibility.
- **Employees:** All employees are responsible for treating complainants professionally and respectfully. Employees receiving a complaint should not dismiss, discourage or attempt to conceal the concern and must ensure it is referred through the appropriate internal process.
- **Investigation:** Complaints will be reviewed by an appropriate person with sufficient independence from the circumstances giving rise to the complaint. Investigations will be proportionate to the nature and

seriousness of the concern and will consider relevant information and evidence before conclusions are reached.

- **Confidentiality and Data Protection:** Complaint information will be recorded and handled sensitively. Access will be limited to those with a legitimate need to know, and personal information will be managed in accordance with applicable data protection requirements.
- **Corrective Action:** Where a complaint identifies a failure in company processes, conduct or service delivery, responsibility for corrective action will be assigned and progress monitored through to completion.
- **Treatment of Complainants:** Complainants will be treated with dignity and respect. Boxx Global Ltd will not disadvantage an individual or organisation, withdraw services or permit retaliation solely because a genuine complaint has been raised in good faith.
- **Monitoring and Review:** Complaint records will be periodically reviewed to identify recurring issues, trends and opportunities for improvement. Relevant findings will be considered as part of management review and the continual improvement of Boxx Global Ltd's management systems.

4. REVIEW AND COMMUNICATION

We will continually review this policy to ensure it reflects the needs of our business.

5. APPROVAL

Approved by	Director, Boxx Global Ltd	Effective	02/09/2026
Signature	<i>J Rogerson</i>	Next review	12 months from approval