## Complaints policy and procedures

### Connect Sign Language Complaints Policy and Procedure

#### Policy

Connect Sign Language strives to provide products and services of the very highest standards. However, we accept that occasionally things don’t go as planned and we fail to live up to our customers’ expectations. When this happens, we have procedures to ensure that we rectify the problems fairly and promptly.

#### Procedures

1. Greet the customer courteously and give them your name.
2. Listen fully to what the customer is saying. Try to gather all the facts about the complaint and jot them down. Ask questions and summarise what they are saying.
3. Never argue with the customer.
4. Apologise for any product fault or poor service. Be sympathetic. Ask if the customer will allow us to send the faulty item to our quality department for testing.
5. When you have all the details about the complaint, ask the customer how they would like it to be resolved.
6. No quibble product replacements or refunds are within all staff members’ authority.
7. All staff members can use their professional judgement and provide special rates to long term customers.
8. Complaints involving damage to other property are covered by our insurance. Help the customer to complete the Claims Form and ask if the customer can obtain quotes for repairs.
9. All complaints involving injury must be referred to the Customer Service Manager. Agree a suitable time for the Customer Service Manager to call the customer.
10. Any complaint that is not covered in the above procedures must be directed to the Customer Service Manager. Agree a time for the Customer Service Manager to call the customer.