

## **Rose Narrowboats Ltd Complaints Policy**

### **1. Complaints Policy**

The complaints policy has been implemented to ensure that Rose Narrowboats Ltd (the company) deals fairly and evenly with any of its customers who is not satisfied with goods or service supplied by the company. The policy is additional to any consumer rights law and to any other form of consumer satisfaction information gathering used by the company.

### **2. Application**

The policy applies to all employees, officers, representatives and directors of the company.

### **3. Control Objective**

It is the intention of the company that the use of the policy will minimise damage to the company's reputation and reduce the risk of litigation by dealing with complaints from its customers in a timely, effective and consistent manner.

### **4. Responsible Person**

The person designated as responsible for the implementation of this policy, and for its regular review, is Mrs Anne Bain.

### **5. Definitions**

A complaint shall be deemed to mean any written statement of a customer or any person acting on their behalf alleging a grievance involving the conduct, business or affairs of the firm or of any employee, representative, officer or director of the firm.

Whilst generally a complaint must be made and presented in writing to the responsible person within the company, she may agree to accept a verbal complaint if in her professional judgement the circumstances warrant its acceptance.

A Complaint Log is a database used to track key elements of the complaint process in order to identify potential trends or concerns and to produce reports. It will contain the following information:

- the date of the complaint
- the complainant's name
- the nature and circumstances of the complaint
- the name of any person who is the subject of a complaint
- the product or services which are the subject of the complaint

the date and conclusions of the decision made in connection with the complaint.

A complaint must include at least one of the following elements:  
dissatisfaction with the firm's actions, directly or through its staff, officers, directors or representatives  
potential damage suffered by the customer  
a request for corrective measures to be taken by the firm.

The Complaint Logs will be retained with the company's records for a period of seven years from the date of resolution of a complaint.

The Complaint Log will be monitored by the responsible person, who will ensure that appropriate disciplinary measures are taken where necessary. If appropriate, she will recommend changes in the company's procedures.

## **6. Complaints Process**

The complaint shall be dealt with by the responsible person in a timely, effective, fair and consistent manner, taking into account all the circumstances of the case.

The complaint, and the decision reached by the responsible person, will be recorded in the Complaints Log.

Where the complaint involves goods or services supplied by a third party, it will be the task of the Responsible Person to pass the complaint on to that third party.

In the case of continued dispute the complaint will be referred by the responsible party to the British Marine Federation's Dispute Resolution Scheme which has been established as a mediation service. Information about the scheme is available from Rose Narrowboats Ltd or from the Federation.