



## Complaints policy and procedure

Trading as Landscape Services (we/us/our)

### 1. Policy Statement

The purpose of this policy is to provide you with a clear process for situations where you have cause for concern regarding our services or products. Whilst we are fully committed to providing excellence in everything we do, we recognise that at times things can go wrong, so we want to support you with a clear process on how to tell us about it.

The aim of this policy is to ensure that all complaints, either written or verbal, are handled in a consistent way and that further incidents are prevented. Where you have cause to complain, this procedure will be followed in every instance and a record will be made of the complaint nature, with details to help improve our services and reduce the occurrence of similar instances.

## 2. Purpose

We are committed to delivering a fair, open and clear process, and ensuring a satisfactory outcome for all customers who raise a complaint. We provide thorough training and support for our staff in how to handle complaint situations in a face-to-face, written and/or telephone environment to ensure that we provide you with the very best service.

## 3. Scope

This policy relates to all customers and has been created to ensure that staff work with a clear process in handling any complaints, whether informal or formal in their nature.

## 4. Objectives

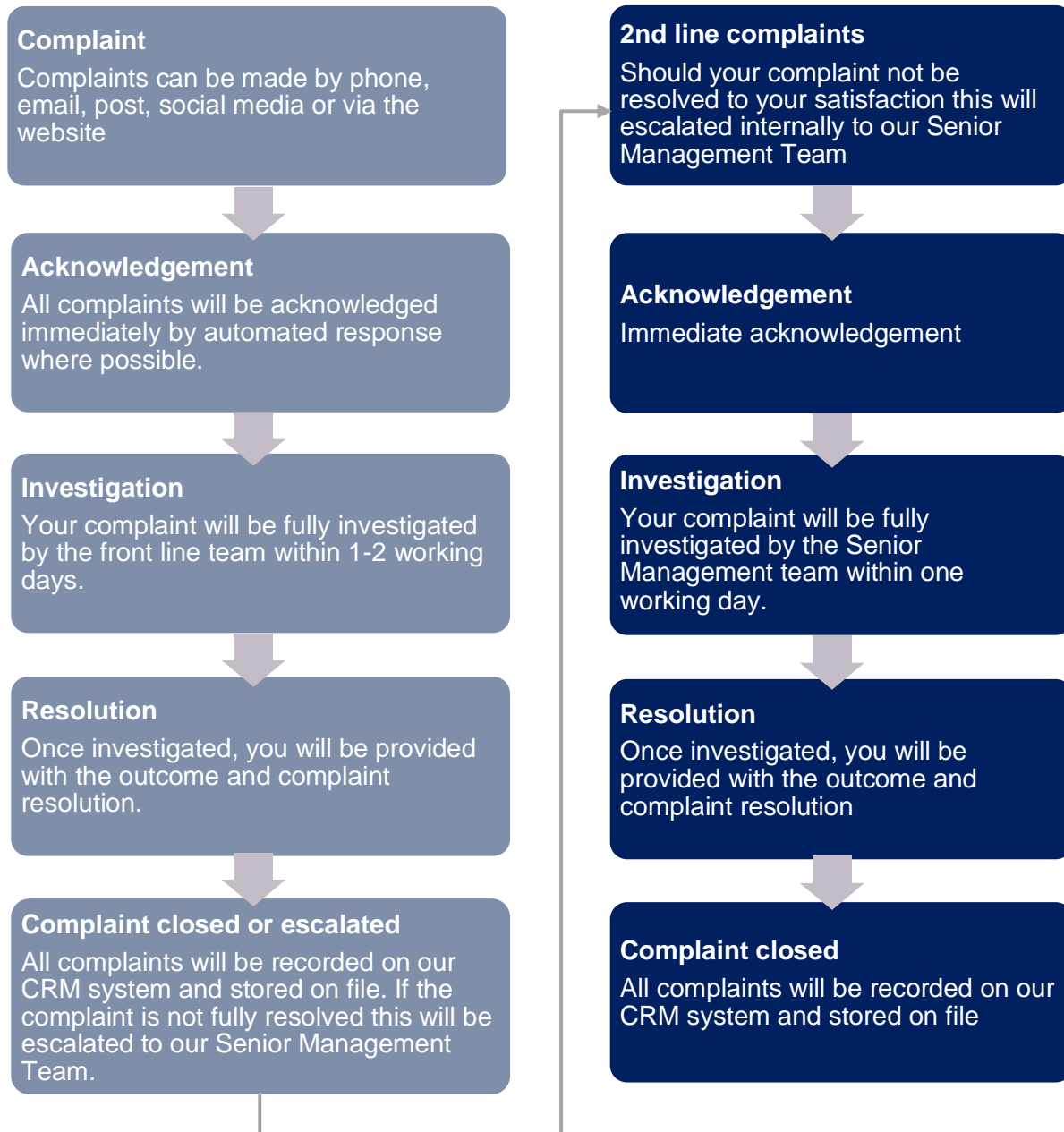
Our overall objective is to provide you with an excellent level of service and this continues to be the case in situations where complaints are raised. Therefore, we have a clear set of processes to help you resolve your complaint, as outlined below.

Our objectives for handling your complaint are to:

- Provide a fair procedure which is clear, easy to use and fully accessible.
- Ensure all staff know what to do if a complaint is received.
- Ensure all complaints are investigated fairly and in a timely way.
- Gather information which helps us to improve what we do and how we do it.
- Ensure that the appointed Data Protection Officer is involved in any complaints relating to personal data.
- Ensure complaints are investigated to complaint resolution in one to five working days from the initial customer contact.
- Ensure customers are sent a copy of the procedure, upon request.
- Ensure responses are either verbal or in writing, depending on the situation.
- Ensure complaint procedures and/or forms are available upon written and/or verbal request.
- Complaint records will be used to revise company procedures and to improve communication and business practices where applicable.

## Complaints escalation process

The following flow chart shows our complaints procedure – as outlined in our Complaints Policy – and the path of escalation should your complaint not be resolved to your satisfaction.



## 5. Procedures & Guidelines

### 5.1 Raising a Complaint

Should you request a copy of our complaint handling procedure you will be provided with the procedure and/or form either by email, in a .pdf format or in the post. You will be asked to raise your complaint in writing as soon as possible after the incident where an informal process is not suitable.

Landscape Services has several ways in which to contact them to make a complaint, or to raise a query. These are the following:

- Via email, at **LS.info@csltd.org.uk**
- Via telephone, at **01622 236655**
- Via our website, at **www.landscapeservices.co.uk**
- Via Facebook Messenger, at **/LandscapeServicesKent**
- Via letter, to **1 Abbey Wood Road, Kings Hill, Kent, ME19 4YT**

All complaints raised will undergo the same complaints investigative procedure and contact will be made to acknowledge, and respond to, a complaint via the requested route.

### 5.2 Data Protection Related Complaints

Where a complaint is related to the processing of personal data, this policy ensures that we comply with the data protection laws and notification requirements.

Every individual has the right to lodge a complaint with the supervisory authority (ICO) where they consider that the processing of personal data relating to them infringes the General Data Protection Regulation (GDPR) or we have breached data protection law. All individuals using our products or services, and those employed by us, are notified of this right via our Privacy Notice, in our complaint handling procedures and in our information disclosures.

### 5.3 Complaint Resolution

We take every opportunity to resolve complaints at the first initial point of contact where feasible and possible. Informal resolution is always attempted where the issues raised are straightforward and potentially easily resolved, requiring little or no investigation. Most face to face and telephone issues can be resolved in this manner and certainly within five working days if not before.

However, any issue relating to data protection infringes or breaches, no matter how small or informal, are always brought to the attention of the DPO or appointed person.

Frontline staff are trained to handle all issues and informal complaint resolution and are aware of their obligations and the subsequent reporting lines.

## 5.4 Responding to a Complaint

Where a complaint has been received a written acknowledgement will be sent to you within three working days, if not before.

## 5.5 Investigating the Complaint

A team member will gather all necessary information to review the situation for you. All investigations will take place within one to two working days of the initial complaint being received so that a final response (decision letter or email) can be sent to you within our designated one to five working day period.

All of our team members are provided with clear guidelines. Complaints must be referred to the Data Protection Officer where: The customer has requested such a referral or investigation

- The complaint involves any type of personal data issue
- There has been any media contact or attention
- The issues do or may affect more customers (whether identified or not)

## 5.5 Decision Letter (Final Response)

After the complaint has been investigated in full and an outcome and action decision has been reached, a final response letter or email with findings and decision regarding any action(s) to be taken will be provided.

The final response will be sent within one to five working days of the initial response being raised unless this is not possible. Any delays will be communicated to you.

## 6. Complaint Recording

All complaints, whether formal or informal, are recorded on a Customer Complaint Register in our CRM system. It is our absolute aim to provide a service that delights all our customers. Therefore, any complaint will be assessed and analysed to ensure that we can continue to learn and deliver excellence at every turn.

## 7. Responsibilities

The Business Support Manager, or a dedicated team member, will oversee all customer complaints and will be responsible for regular auditing of the complaints log to ensure mitigating actions and improvements are put into place where possible.