



COMPLAINTS HANDLING POLICY STATEMENT

It is the policy of Omega Windows Doors & Conservatories (hereafter 'Omega') to provide our clients and customers with the highest possible standards of service.

Omega therefore welcomes all comments, suggestions, constructive criticism and even complaints relating to the service it provides, or commissions, from all clients, customers and other stakeholders.

Omega is committed to operating a Complaints Handling Process that meets or exceeds the requirements of ISO10002:2004 as well as all other relevant statutory, regulatory, financial, operational and organisational requirements.

This Policy and the supporting Complaints Procedure is fully documented, implemented and maintained by the Company's Senior Management Team ('SMT') and communicated to all persons working for and/or under the control of the Company. It is also available to all other interested parties.

The Policy sets out the Company's complaints handling commitments within the scope of the Company's operations as appropriate to the nature and size of Omega's activities. It provides a framework for setting targets and objectives and for their review on an annual basis.

Overall, Omega aims to improve Company performance and to reduce customer dissatisfaction.

All Company staff who may potentially have to deal with a complaint will receive adequate training. The Company's Process Manager and SMT are available to assist when advice or 'on the spot' help is required.

Any expression of dissatisfaction however made, which suggests a failure by the Company to perform a function or provide a service, will initiate the Complaints Procedure.

In considering complaints the following key principles will be adopted and applied:

- ✓ ACCESSIBILITY & OPENNESS – Complainants will be able to make their views known as easily as possible
- ✓ CONFIDENTIALLY – All complaints will be treated in strict confidence
- ✓ IMPARTIALITY & HONESTY – The procedure will ensure that different points of view are listened to and investigated without prejudice
- ✓ RESPONSIVENESS – The procedures will address the issues raised and aim to satisfy the concerns raised wherever reasonably possible
- ✓ SIMPLICITY – The procedures will be clear and simple

This Policy will be kept up to date, particularly as the Company's business changes in nature, size or scope. Finally, this Policy will be reviewed for continuing adequacy, suitability and compliance with acknowledged industry best practice at management review, all with a view to ensuring that Omega works tirelessly to achieve a 'Gold Standard' of service provision that is 'Right First Time, Every Time'.

	Signature	Date
Managing Director		13.01.16
Process Manager		13.01.16