



Customer Complaint Policy

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1. Introduction:

Hycon Ltd provides excellent customer service and maintaining a healthy customer relationship at all levels from Managing Director down. We have a Complaints Policy to ensure all complaints are handled as efficiently and effectively as possible.

As a customer of ours, you are entitled to make a complaint to us. The following outlines our policy and procedures for the handling of verbal and written complaints.

2. Summary:

We want to resolve your complaints as soon as possible. Please call our office and we'll do our best to fix any problems you may be having with our products or services, as soon as possible.

3. Our Responsibilities:

- To provide an efficient, fair, and structured mechanism for handling complaints.
- To provide our customers with access to the complaints handling process, including those customers with disabilities and special needs.
- To keep customers informed as to the progress of their complaint and the expected timeframe for resolution.
- Quarterly to review our complaints so that we can improve our standard for customer service.

4. Handling Your Complaint:

- Upon receiving a complaint, we will acknowledge your matter via telephone or in writing within 24 business hours.
- We will keep you informed of the progress of your complaint, proposed actions, and the expected timeframe for resolution.
- Our aim is to resolve complaints in a timely manner, and we will generally resolve a matter within 5 Business days.
- Complex complaints may take longer than 5 business days to resolve. In these cases, we will regularly update you on the progress and likely timeframe for resolution.
- We will advise you of the outcome of your complaint. Where you have requested us to do so, we will advise you in writing.
- Customer complaint will be handled and investigated through our ISO 9001 non-conformance process.
- If a complaint is being made based on an employee, the employee will remove themselves from all communication with the customer and inform the ISO Representative regarding the complaint.

5. Customer Process to submitting a Complaint.

1. **Step One:** If you have a complaint regarding any aspect of your account or dealings with the company, we urge you to email our Customer Service Team on info@hycon.co.uk. Our objective is to resolve most enquiries or complaints during your first contact with us. We will respond to your email and will confirm any details in writing if you request us to do so. You can also make a complaint by using any of the other contact methods on our website, or please ask us if there is any other method you would like to use to send a complaint to us.
2. **Step Two:** Complaints made to the company are overseen by our Company Directors. After a complaint is made, if it is not immediately resolved, we may need to investigate it. We will try our best to resolve the complaint within 5 Business Days, if we are not able to resolve the complaint within this period, in which case we will update you with a reason for the delay and the expected timeframe.
3. **Step Three:** When your complaint is resolved, we will confirm this with you in writing via email.



Managing Director
Warren Lamb

20.07.2023
Date