

## **Complaints Policy**

None of us likes to be the subject of a complaint, but if Optimus Flowers is truly committed to providing a quality service to customers and suppliers, Optimus Flowers needs to pick up on any dissatisfaction when it does arise and address it as best they can. Optimus Flowers therefore operates a complaints handling process that seeks to ensure that it:

- knows about customer or supplier dissatisfaction if and when it does arise;
- takes all reasonable steps to ensure that the dissatisfaction is addressed and resolved wherever possible;
- reassures all customers or suppliers who do complain that the Company will address their concerns without delay and that it takes all complaints seriously;
- learns from experience to lessen the risk of complaints in the future.

As required by our complaints policy we will consider any complaint received in as objective a manner as possible and seek to resolve the dissatisfaction. In particular we will offer to meet with the complainant when possible and suggest appropriate redress.

This Complaints Handling Procedure tells you how we will deal with your complaint and how long it is likely to take. It also provides important information about what you can do if you are not happy with the way in which we are dealing with your complaint, or about our final decision. Our Complaints Policy contains further information about what you can expect from us when you make a complaint.

### **Designated Complaints Handler**

If you have any concerns about our service, our work, or our employees or Company and you wish to make a complaint, please contact our Finance Manager, Tarah Puxty .

You can write to Tarah Puxty, Finance Manager at Optimus Flowers Limited, 253 Titchfield Road, Fareham, Hampshire PO14 3EP . If the complaint relates to work that has been carried out by Tarah Puxty, she will ask another manager at the same level to undertake the investigation.

### **Step One: Acknowledging your Complaint**

Within five working days of receiving your complaint, your complaint will be recorded in our Complaints Register and a separate file will be opened in which we will store any correspondence and other documents relating to your complaint. Within two working days we will also send you a letter acknowledging your complaint.

### **Step Two: Investigating your Complaint**

Within ten working days of receiving your complaint, we will review your file and any other relevant documentation and send you a letter telling you how we propose to deal with your complaint.

Examples of what we might say in this letter are as follows:

- If your complaint is straightforward we might make suggestions as to how we can put things right or we may offer you some form of redress;

- If your complaint is more complicated we might ask you to confirm, explain or clarify any issues;
- We may ask to meet with you to discuss things face-to-face and we would hope to be in a position to meet with you no longer than fourteen working days after first receiving your complaint. If you would prefer not to meet, or if we cannot arrange this within an agreeable timescale, we will write to you fully setting out our views on the situation and making suggestions as to how we can put things right, or asking you to confirm, explain or clarify any issues. Within three working days of any meeting, we will write to you again to confirm what took place and to confirm any offer of redress that we have made.
- Whichever form our investigation takes, we will aim to give you our decision within six weeks of receiving your complaint (or sooner if possible).

### **Step Three: Appealing against our Decision**

If you are not satisfied with our decision, please let us know and we will review our decision again. We will let you know the result of any appeal; our final decision, within five working days of receiving your appeal.

### **Complaints Review**

Optimus Flowers will maintain records of all complaints received and action taken on them. The Designated Complaints Handler is also responsible for conducting a review of all complaints records each year to enable her to report to the company on any trends. It is essential that all personnel learn from their experience and address any underlying problems. In this way Optimus Flowers can use its complaints data to help to prevent future difficulties.

### **Monitoring and review of the policy**

This policy is reviewed annually by our board of directors to ensure it is achieving its stated objectives. Changes are updated to this policy will be noted on the Optimus Flowers website.

### **DATA Security**

If you have any concerns about Data Security and you wish to make a complaint, please contact our Natalie Close, HR Manager, Optimus Flowers Limited, 253 Titchfield Road, Fareham, Hampshire PO14 3EP .

Latest policy update: 18.04.2018