

# **UNIVERSITY PRESS PLC**

## **COMPLAINT MANAGEMENT POLICY**

University Press Plc is committed to providing high-quality products and services to our customers. We value your feedback and appreciate your comments and suggestions. If you have a complaint, please let us know to right the wrong.

### **Purpose**

The purpose of this Complaint Management Policy is to outline the procedures for handling complaints from customers, suppliers, employees, and other stakeholders in a fair, efficient, and timely manner.

### **Scope**

This policy applies to all complaints received by the Company, including those related to products, services, employees, and business practices.

### **Definitions**

**Complaint:** An expression of dissatisfaction or concern about our products, services, employees, or business practices.

**Complainant:** The person or organization making the complaint.

### **Principles**

1. **Respect:** Treat all complainants with respect and dignity.
2. **Fairness:** Handle all complaints fairly and impartially.
3. **Confidentiality:** Maintain confidentiality of all complaints and personal information.
4. **Timeliness:** Respond to all complaints on time.
5. **Transparency:** Provide clear and concise information about the complaint handling process.

### **Procedures**

#### ***Step 1: Receipt of Complaint***

1. All complaints will be received and recorded by the Complaints Manager/Department.
2. A written acknowledgement will be given to every complaint and a reference number shall be assigned accordingly.

#### ***Step 2: Initial Assessment***

1. The Complaints Manager/Department will conduct an initial assessment of the complaint to determine the nature and severity of the issue.
2. If necessary, additional information may be requested from the complainant.

### ***Step 3: Investigation***

1. The Complaints Manager/Department will conduct a thorough investigation of the complaint.
2. The investigation may involve interviews, review of documents and records, and consultation with experts.

### ***Step 4: Response***

1. The Complaints Manager/Department will provide a written response to the complainant, outlining the findings of the investigation and any proposed resolution.
2. The response will be provided within 15 working days of receiving the complaints.

### ***Step 5: Resolution***

1. The complaint will be closed If the complainant is satisfied with the proposed resolution.
2. The proposed resolution may be reviewed If the complainant is not satisfied and requests a review.

### ***Step 6: Review***

1. The Complaints Manager/Department will conduct a review of the decision, considering any new information provided by the complainant.
2. The review will be conducted within 10 working days].

### ***Step 7: Final Response***

1. The Complaints Manager/Department will provide a final written response to the complainant, outlining the outcome of the review.
2. The response will be provided within 5 working days.

### ***Monitoring and Review***

1. The Complaint Management Policy will be reviewed and updated annually.
2. The Complaints Manager/Department will maintain a record of all complaints, including the nature of the complaint, the outcome of the investigation, and any actions taken.
3. The record will be used to identify trends and areas for improvement.

### ***Responsibilities***

1. Complaints Manager/Department - Responsible for receiving, investigating, and responding to complaints.
2. Employees - Responsible for providing information and assistance to the Complaints Manager/Department during the investigation process.

3. Management - Responsible for ensuring that the Complaint Management Policy is implemented and reviewed appropriately.

**Confidentiality**

All complaints and personal information will be treated as confidential and will only be disclosed to authorized persons.

**Review and Revision**

This policy will be reviewed and revised annually or as necessary.