

# Customer Complaints Procedure

**We try to provide the highest standard of customer service at all times. But we recognise things do go wrong on occasion, in which case our customers may wish to complain.**

We have developed a procedure to ensure all complaints are dealt with consistently, efficiently and in a timely manner.

## *How to contact us*

You can let us know of your complaint:

- In Person: at our offices in London
- By Letter: Business Systems International Ltd, Michelin House, 81 Fulham Road, London, SW3 6RD
- By Telephone: on 020 7352 7007
- By Email: enquiries@bsi.uk.com

Suggestions to help us deal with your complaint more easily:

1. Where possible, please provide copies of any relevant paperwork.
2. Tell us what you think we should be doing for you.

## *Who to contact*

You should try to contact the person at BSI who you normally deal with. They may refer you to someone else – and will tell them and you – if your complaint relates to another function within BSI.

If your complaint relates to the person you normally deal with, it will be handled by the head of that function. If it already relates to the head of the function, it will be handled by a Director.

## *Our response*

Once we have received your information, we will try to find out what happened, by investigating our own records. This may involve interviewing some of our staff, and in this case the time it takes to complete the process may vary.

We will then confirm to you in writing our understanding of your complaint. We may ask you for further information at this point.

We know that people do not normally make a complaint lightly, but we are obliged to consider whether our records do or do not support your complaint. We shall then communicate our response, which will be aimed at settling the matter with you.

## *If our response upholds your complaint*

We shall offer redress in the form of a formal apology and, where appropriate, arrange compensation. In making such a response, we will consider the level of financial loss you have incurred as well as the material distress and/or material inconvenience that you may have suffered.

## *If our response does not uphold your complaint*

We will provide you with a clear and reasoned explanation as to why we were unable to agree that the complaint was justified.

## *Timings*

We undertake to respond to you with the minimum delay, and will adhere to the following timing.

Day 1: the day we receive your complaint.

Day 1-2: We will aim to satisfy you with an answer within 24 hours. If you are satisfied by the close of business on day 2 no further action will be taken. If we are unable to satisfy you and draw the matter to a close by the time our offices close on day 2, then by...

Day 5: We will contact you in writing, setting out our understanding of your complaint and advising you who is dealing with it. Then by...

Week 2: We will contact you in writing EITHER detailing the final agreed outcome and to settle the complaint. Or, if we cannot give you satisfaction, then a Director will take the responsibility of managing your complaint, giving reasons for the delay and advising when we shall next contact you. Then by...

Week 4: If we have been unable to resolve the matter by the end of week 4, we shall continue to work towards a mutually acceptable solution.