# Complaint Policy

## 1. The Purpose

The purpose of this policy is to provide a fair, transparent, and consistent process for receiving, investigating, and resolving complaints from customers, clients, employees, suppliers, or other stakeholders.

## 2. Scope

2.1 This policy applies to all complaints received by Salterton, whether submitted verbally, in writing, by email, through social media, or via any other communication channel.

2.2 Our complaint policy and procedure can be used by stakeholders outside of our organisation who may be concerned about any of our practices.

## 3. Policy Family

3.1 This policy sits within a suite of relevant policies as detailed below;

- Modern Slavery and Organised Crime
- Safeguarding Adults and Children
- Sexual Harassment and Abuse in the Workplace
- Violence Against Women and Girls Policy
- Disciplinary Policy
- Bribery, Economic Crime, Criminality and Corruption Policy
- Grievance Policy and Procedure
- Data protection and subject access request procedure

## 4. Policy Statement

4.1 Salterton is committed to:

- Treating all complainants with respect and fairness.
- Acknowledging complaints promptly and in line with this policy.
- Investigating complaints impartially and confidentially.
- Resolving complaints efficiently and effectively.
- Using complaint information to improve products, services, and processes.
- Acting where poor practice is identified or serious matters arise.

## 5. Definition of a Complaint

5.1 A complaint is an expression of dissatisfaction regarding a product, service, decision, action, or lack of action by Salterton, where a response or resolution is expected.

## 6. How to Make a Complaint

6.1 Complaints may be submitted through:

- Email: office@salterton.co.uk
- Website: https://www.saltertonassociates.com/
- Post: 4 Cedar Court, Tiverton Business Park, Tiverton, Devon, United Kingdom, EX16 6GT

6.1 Complaints should provide the following information;

- The name and contact information of the complainant
- A description of the complaint
- Relevant dates and details
- Any supporting documents or evidence
- The desired outcome requested (if applicable)

## 7. Complaint Handling Procedure

Step 1: Receipt and Acknowledgement

- Complaints will be acknowledged within 5 working days
- We will write and tell the complainant that we have received their complaint

Step 2: Assessment

- We will review the complaint to determine its nature, seriousness, and the required actions.
- If additional information is required, we will contact the complainant to ask for more information.

Step 3: Investigation

- We will investigate to establish the relevant facts, and we will gather sufficient information to support this process.
- Where necessary we will interview people involved.
- We will conduct our investigation consistently, with fairness and objectivity.
- We will record our findings and keep records of our investigation.

Step 4: Resolution

- We will decide on what needs to happen and then we will communicate this with the complainant.
- We will seek to resolve all complaints within 30 working days.
- We will detail any corrective actions we intend to take and include this in our response to the complainant.
- Where corrective actions can be taken immediately, we will do so. If they require a longer investment of time and resources, we will communicate this to the complainant.

Step 5: Closure

- The complaint will be formally closed once the outcome has been communicated.
- Records will be retained in accordance with company record-retention requirements.

**8. Escalation Process**

8.1 If a complainant is dissatisfied with the outcome they may request a review of the complaint by the Chief Executive.

8.2 The Chief Executive can be contacted by email on Ian.Tyers@Salterton.uk

8.3 The review will be completed in 30 working days from receipt of the escalation request. The findings of the Chief Executive are final.

8.4 The Chief Executive will detail organisations who the individual could complain to with regards to data protection, legal or contractual matters if relevant in their response.

**9. Confidentiality**

9.1 All complaints will be handled confidentially.

9.2 Information will only be shared with individuals involved in the investigation and resolution process, except where disclosure is required by law.

**10. Record Keeping**

10.1 The following information will be recorded:

- Complaint reference number

- Date received
- Complainant details
- Nature of complaint
- Investigation actions taken
- Outcome and resolution date

10.2 Complaint records will be retained for 7 years to align with employee retention data requirements, financial records and safeguarding requirements.

**11. Monitoring and review**

11. 1 We will review this policy every two years.

11.2 We will review complaint data to:

- Identify recurring issues
- Improve customer satisfaction
- Enhance products, services, and procedures
- Ensure compliance with legal and regulatory requirements

**Policy Backing Sheet**

**Signed off – Chief Executive Officer**

**Date – July 2026**

| Version | Changes | Next Review Date |
|---|---|---|
| 1 | | July 2028 |
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