Ebbe Fone Galleria Limited

Complaints Policy and Procedure

1. Our Aim

Ebbe Fone Galleria Limited is committed to providing a quality service and working in an open and accountable way that builds trust and respect. One of the ways in which we can continue to improve our service is by listening and responding to the views of our customers, and in particular by responding positively to complaints, and by putting mistakes right.

Therefore we aim to ensure that:

- making a complaint is as easy as possible
- we treat a complaint as a clear expression of dissatisfaction with our service which calls for an immediate response
- we deal with it promptly, politely and, when appropriate, confidentially
- we respond in the right way - for example, with an explanation, or an apology where we have got things wrong, or information on any action taken etc.
- we learn from complaints, use them to improve our service, and review annually our complaints policy and procedures

We recognise that many concerns will be raised informally and dealt with quickly.

Our aims are to:

- resolve informal concerns quickly
- keep matters low-key
- enable mediation between the complainant and the individual to whom the complaint has been referred

This policy ensures that we provide guidelines for dealing with complaints from our customers about our services and staff.

2. Complaints

The formal complaints procedure is intended to ensure that all complaints are handled fairly, consistently and wherever possible resolved to the complainant's satisfaction.

3. Responsibilities

Ebbe Fone Galleria Limited’s responsibility is to:

- acknowledge the formal complaint in writing;
- respond within a stated period of time;
- deal reasonably and sensitively with the complaint; and
- take action where appropriate.

A complainant's responsibility is to:

- bring their complaint, in writing, to Ebbe Fone Galleria Limited's attention within 8 weeks of the issue arising;
- raise concerns promptly and directly with a member of staff in Ebbe Fone Galleria Limited;
- explain the problem as clearly and as fully as possible, including any action taken to date;
- allow Ebbe Fone Galleria Limited a reasonable time to deal with the matter, and
- recognise that some circumstances may be beyond Ebbe Fone Galleria Limited's control.

4. Complaint Handler

The principle assigned to deal with complaints is Mei Wong who can be contacted by:

Post: Ebbe Fone Galleria Ltd, 1-2 Kingsway Buildings, Kingsway, Manchester M19 1PH

Phone: 0161 442 2000

Email: mei@ebbe.co.uk

5. Complaints Procedure

Written records must be made at each stage of the procedure.

Stage 1

In the first instance, staff member(s) must establish the seriousness of the complaint. An informal approach is appropriate where the issue can be resolved promptly. If concerns cannot be satisfactorily resolved informally, the formal complaints procedure should be followed.

Stage 2 – Formal Complaint (Complaint Handler)

If the complaint cannot be resolved informally, customer should be advised that a formal complaint may be raised, and the following procedure explained.

a) A formal complaint may be made in writing or via other supported contact channels.
b) In all cases, the complaint must be passed to the Complaint Handler.
c) The Complaint Handler will acknowledge the complaint in within 2 workings days of receiving it.
d) An investigation will be carried out.
e) A substantive response will be provided as soon as possible and typically within 10–14 days of the complaint being received.
f) Where a full response cannot be provided within this timeframe, the customer will be informed of progress and given an updated timeframe.
g) We aim to resolve complaints within 4 weeks of receipt.

Stage 3 – Escalation (Escalated Complaint Handler)

a) If the complainant is not satisfied with the response, the complaint may be escalated to the Escalated Complaint Handler.

b) The Escalated Complaint Handler will review the complaint and may carry out further investigation.
c) A response will be provided within 5 working days of escalation where possible.
d) A final decision will be issued as soon as possible and normally within 5 weeks of the original complaint being received.

Alternative Dispute Resolution (ADR)

Our aim is to resolve all complaints internally. However, if customer is not satisfied with our final response, or if six weeks have passed since the complaint was raised, customer may have the right to refer the complaint to an approved Alternative Dispute Resolution (ADR) scheme, such as Ombudsman Services, free of charge.

This is sometimes referred to as the "six-week rule".

The Ombudsman Services contact details are shown below.

For energy:

Post: Energy Ombudsman, P.O. Box 966, Warrington, WA4 9DF

Phone: 0330 440 1624

Email: enquiry@energyombudsman.org

For communications:

Post: Communications Ombudsman, P.O. Box 730, Warrington, WA4 6WU

Phone: 0330 440 1614

Email: enquiry@commsombudsman.org