

Complaints Policy and Procedure

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1.0	21/10/2019	Policy created by Ellie South and Paul Hayes.	
1.1	20/10/2020	Policy reviewed and minor changes made.	

Tinder Corporation’s Complaints Policy and Procedure

Our Complaints Policy

We are committed to providing a high-quality service to all of our clients, at all times. In the event that you feel we have not delivered to our normal high standards, we welcome you to feed this back to us. This enables us to both address your concerns and to help us to continually improve.

If you have a complaint, please contact us with the details as per the below procedure. All complaints are logged as part of our Quality Management System and all details will be governed by our data policies. Additionally, as part of resolving your complaint we may need to share your details with any relevant third parties such as our suppliers or subcontractors.

Our Complaints Procedure

1. You can make a complaint either in writing, addressing your correspondence to ‘Quality Assurance Team, Tinder Corporation Ltd, The Coach House, Pembroke, Chatham Maritime, Kent, ME4 4EU’ or via email to: quality@tindercorp.com
2. We will respond to you using the same medium you use to contact us (by letter or email) acknowledging receipt of your complaint within **3 business days** of receiving it, enclosing a copy of this policy/procedure. The details of your complaint will be recorded in our Complaints Log.
3. We will then investigate your complaint fully and come back to you with our findings and, where appropriate, suggested course of resolution, within **10 business days** of your original complaint.
4. At this stage, if you are still not satisfied you should contact the Quality Assurance Team again, stating that you would like the matter escalated to our Board of Directors. The Board of Directors will carry out an independent review of the complaint and the Quality Assurance Team’s use of the complaints procedure. They will write to you within **10 business days** of receiving your request for a review, confirming their final position on your complaint and explaining their reasons.
5. If at this stage you are still not satisfied, you may choose to escalate your complaint with the appropriate governing body below:

Telecoms, broadband and internet	A complaint can be raised with the Communications Ombudsman, OfCom, via the following website: https://www.ombudsman-services.org/
Everything else	Advice can be sought either from Citizen’s Advice via https://www.citizensadvice.org.uk/ or through engaging with the relevant legal advice channels.