

## Customer Complaint Policy

KGJ Price (Railway Contractors) Ltd seeks to maintain and enhance our reputation of providing our customers with high quality products and services. We value complaints as they assist us to improve our products and services.

KGJ Price (Railway Contractors) Ltd is committed to being responsive to the needs and concerns of our customers or potential customers and to resolving complaints as quickly as possible.

This policy has been designed to provide guidance to both our customers and staff on the manner in which KGJ Price (Railway Contractors) Ltd receives and manages complaints. We are committed to being consistent, fair and impartial.

The objective of this policy is to ensure:

- Provide awareness of our complaint lodgement and handling processes,
- Understanding of our complaints handling process,
- Provide assurance that complaints are investigated impartially with a balanced view of all information or evidence,
- We take reasonable steps to actively protect personal information,
- Any complaint is considered on its merits taking into account individual circumstances and needs.

In this policy a complaint means an expression of dissatisfaction by a customer relating to goods or services provided by us.

If any person(s) are dissatisfied with a service provided by us, they should in the first instance consider speaking directly with the staff member/s they have been dealing with. If they are uncomfortable with this or consider the relevant staff member is unable to address the concerns then a formal complaint can be lodged with us in one of the following ways:

- By completing a feedback form on our website {<http://www.kgjprice.co.uk>},
- By telephoning us on {02920 889220}
- By writing to us {European Terminal, Pant Glas Ind. Est, Bedwas, Caerphilly CF83 8DR}
- By emailing us {[admin@kgjprice.co.uk](mailto:admin@kgjprice.co.uk)}
- In person

If we receive a complaint verbally and we consider it appropriate, we may ask that the complainant formalise the issue in writing.

When we are investigating a complaint, we will be relying on information provided by the complainant and information we may already be holding. We may need to contact the complainant to clarify details or request additional information where necessary. To help us investigate complaints quickly and efficiently we will ask for the following information:

- Name and contact details,
- Name of the person(s) you may have been dealing with,
- Nature of the complaint,
- Details of any steps you have already taken to resolve the complaint,
- Details of conversations you may have had with us that may be relevant to your complaint,
- Copies of any documentation which supports the complaint.

The person receiving or managing the complaint should provide any assistance you may need to make your complaint. However, if you consider you need further assistance please contact: {Simon Cox - [simoncox@kgjprice.co.uk](mailto:simoncox@kgjprice.co.uk)}

When taking a complaint, we will record your name and contact details. We will also record all details of your complaint including the facts and the cause/s of your complaint, the outcome and any actions taken following the investigation of your complaint. We will also record all dates and times relating to actions taken to resolve the complaint and communications between us.

As part of our on-going improvement plan, complaints will be monitored for any identifying trends by management and rectification/remedial action taken to mitigate any identified issues.

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| KGJP QAL POL 00007 | Issue: 3 | Authorised | BE |
| Customer Complaint | 14/04/23 | Approved   | MH |

If you lodge a complaint, we will record your personal information solely for the purposes of addressing your complaint. Your personal details will actively be protected from disclosure unless you expressly consent to its disclosure.

KGJ Price (Railway Contractors) Ltd is committed to resolving your issues at the first point of contact, however, this will not be possible in all circumstances, in which case a more formal complaints process will be followed.

We will acknowledge receipt of your complaint within three (3) business days. Once your complaint has been received, we will undertake an initial review of your complaint.

There may be circumstances during the initial review or investigation of your complaint where we may need to clarify certain aspects of your complaint or request additional documentation from you. In such circumstances we will explain the purpose of seeking clarification or additional documentation and provide you with feedback on the status of your complaint at that time.

We are committed to resolving your complaint within 10 x business days of you lodging your complaint, however, this may not always be possible on every occasion. Where we have been unable to resolve your complaint within 10 x business days, we will inform you of the reason for the delay and specify a date when we will be in a position to finalise your complaint.

During the initial review or investigation stage we may need to seek further clarification or documentation from you to assist us in resolving your complaint.

If we have sought clarification or additional documentation from you and we are waiting on you to provide this information, we may not be able to meet our 10 x business day finalisation commitment. In such circumstances upon receipt of your clarification or additional documentation we will indicate to you when we expect to be able to finalise your complaint.

Once we have finalised your complaint, we will advise you of our findings and any action we have taken. We will do this in writing, unless it has been mutually agreed that we can provide it to you verbally.

You have the right to make enquiries about the current status of your complaint at any time by contacting us.

Our six Point Complaint Process;

- We acknowledge: Within 3 x business days of receiving your complaint we will acknowledge receipt of your complaint.
- We review: We undertake an initial review of your complaint and determine what if any additional information or documentation may be required to complete an investigation. We may need to contact you to clarify details or request additional information where necessary.
- We investigate: Within 10 x business days of receiving your complaint we will investigate your complaint objectively and impartially, by considering the information you have provided us, our actions in relation to your dealings with us and any other information which may be available, that could assist us in investigating your complaint.
- We respond: Following our investigation we will notify you of our findings and any actions we may have taken in regards to your complaint.
- We take action: Where appropriate we amend our business practices or policies.
- We record: We will record your complaint for continuous improvement process and monitoring through regular review, your personal information will be recorded in accordance with relevant privacy legislation.

If you complain about a member of our staff, we will treat your complaint confidentially, impartially and equally (giving equal treatment to all people). We will investigate your complaint thoroughly by finding out the relevant facts, speaking with the relevant people and verifying explanations where possible.

We will also treat our staff member objectively by:

- Informing them of any complaint about their performance,
- Providing them with an opportunity to explain the circumstances,
- Providing them with appropriate support,
- Updating them on the complaint investigation and the result.

If your complaint is currently being investigated by a relevant consumer protection regulator or law enforcement agency, we may cease to take further action in relation to your complaint pending finalisation of their investigation. We will assist any agency with their investigations.


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Where possible, we will attempt to resolve your complaint at the first point of contact. If we are unable to resolve your complaint at the first point of contact, we will undertake an investigation of your complaint and provide you with our findings.

KGJ Price (Railway Contractors) Ltd approach will be to attempt to resolve your complaint through consultation, by working with both you and us, to determine the relevant facts and establish a common ground.

KGJ Price (Railway Contractors) Ltd will remain open and impartial throughout the consultative process and consider your complaint and our actions, in attempting to resolve your complaint on their merits.

This policy will be brought to the attention of all employees and subcontractors working on behalf of the Company and reviewed at least annually

Signed: 

Position: *DIRECTOR*

Date: *14/4/2023*

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