

# COMPLAINTS POLICY





**We view complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the individual or organisation that has made the complaint whilst implementing preventative measures to stop the issue happening again.**



## **Our policy is:**

- To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint
- To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint
- To make sure that everyone at RS Components knows what to do if a complaint is received
- To make sure all complaints are investigated fairly and in a timely way
- To ensure that complaints are, wherever possible, resolved and confidence restored.
- To gather information which helps us to improve what we do

## **Definition of a complaint**

A complaint is any expression of dissatisfaction about any aspect of RS Components.

## **Where complaints come from**

Complaints may come from any person or organisation who has a legitimate interest in RS Components. A complaint can be received verbally, by phone, by email and in writing.

## **Confidentiality**

All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

## **Responsibility**

Overall responsibility for this policy and its implementation lies with the UK Managing Director.



## **RS Group Complaints Policy**

### **Review**

This policy is reviewed regularly and updated as required.  
Last reviewed on 7th October 2024