

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 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.

Where complaints come from

Complaints may come from any person or organisation who has a legitimate interest in RS. 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 Head of Operations and Customer Service Delivery.



RS Ireland Complaints Policy

Review

This policy is reviewed regularly and updated as required. Adopted
on 7th October 2022 - Last reviewed on 28th October 2025