

## Introduction & Purpose of this Policy

This policy is aimed at any party who wishes to complain against a product or service delivered by the Test & Research Centre (T&R).

- Any complaints we receive will be dealt with efficiently and effectively with the aim of resolving any issues as quickly as possible to the satisfaction of the customer.
- The policy is also for use by our staff to ensure they deal with complaints in a consistent and timely manner.
- It is our aim to always treat each complaint fairly and consistently in line with our policies and procedures and to ensure any complainant can make a complaint without fear of discrimination or reprisal.
- Anonymous or verbal complaints will not normally be logged and investigated unless evidence is presented to T&R which warrants further investigation.

## What is a complaint?

- This complaint policy does not cover certification decisions made by T&R, this is covered separately by our Appeals Policy.
- Should a complaint be submitted which is in fact an enquiry or an appeal we will inform you that the issue is being considered in accordance with the relevant policy.
- If you are unsure whether to raise a complaint or an appeal, we would advise you to contact T&R and we will be happy to talk to you about any concerns you have.

## How to make a complaint

- Any Complaint requests should be submitted using the relevant complaints form which is available via the T&R website.
- When completing the complaint form include all relevant information including reasons for the complaint and all supporting evidence.
- Although we are happy to talk to you about any concerns you have, any verbal complaint must be followed up formally in writing if you want it to be pursued.
- This is a policy decision taken by T&R and has been implemented to ensure that the full details an concerns put forward by the complainant are clear and explain in their own words. Verbal complaints or comments that are not followed up in writing will not normally be pursued.

## Complaint timescales

- All complaints to T&R will be acknowledged within two working days and we aim to respond with an outcome decision within 10 working days.
- Your complaints will be investigated by senior management at T&R who will prepare a report for consideration.
- You will be provided with a full written response that explains the investigation, the details gathered, the decisions reached, and the reasons for that decision.
- In some cases, the review process may take longer as further evidence, or an investigation may be required. In such instances we will contact the complainant to inform them of the likely revised time scale.

## Appeals

- If you are not satisfied with the outcome of the complaint you may appeal this within 20 working days of the T&R decision. Please refer to our appeals policy which can be found on the T&R website.

## Vexatious & Persistent Correspondence

- We offer a transparent complaints procedure and will keep complainants informed throughout any investigation.
- However, complainants must allow sufficient time to carry out a thorough investigation. We will not engage with abusive or persistent correspondence from complainants once a decision has been reached.
- Repeated contact with no new evidence and / or abusive correspondence from a complainant, will be considered as vexatious correspondence.
- Where correspondence and / or behaviour are deemed to be vexatious, we will refer the complainant to this policy, explaining that if the communication continues in this manner all correspondence will cease.

## Review Arrangements

- We will continually improve our complaints policy through reviews of our eggs activities and revise it in line with any feedback from customers, regulatory authorities or external agencies.
- As a minimum our Mechanism for Impartiality Committee will review this policy annually to ensure it continues to meet the needs of our customers.
- If you have any queries about this policy, please send an email to [info@testandresearch.org](mailto:info@testandresearch.org)