

Business To Business (B2B) Ltd wishes to achieve and maintain the highest standards in carrying out its various activities and therefore takes complaints very seriously. Accordingly, B2B has set the following objectives for handling complaints.

- To respond to complaints quickly and efficiently
- To deal with the complaint at the lowest practicable level consistent with natural justice.
- To safeguard the legitimate interests of parties to the complaint and the process.
- To be informal, non-judicial but be, and be seen to be fair.
- To reach a clear conclusion that will be communicated to the complainant.
- To advise the complainant of the relevant appeal procedure if they are unhappy with the decision.

This procedure does not affect the complainant's statutory rights. B2B therefore has a full complaints procedure and a disciplinary code that represents a minimum standard of expectation that will apply to all complaints and disciplinary procedures at any level within B2B. An outline of the basic code is shown below; a full copy is available on request.

Minimum procedure

1. Upon receipt of a formal complaint it will be referred to a Director or his / her delegated person and be acknowledged in writing and referred to an officer who will be identified in the acknowledgement.
2. All complaints are dealt with at the level in the B2B nearest to the source of the complaint and the "responsible person" will be identified on this basis.
3. The responsible person will set a timetable for their enquiries and communicate this to the complainant.
4. The responsible person will open a file on the complaint; decide an appropriate method to deal with the complaint (which may include seeking the advice of other people on procedure in complex cases)
5. On completion of their enquiries, the responsible person will communicate the decision to the complainant and place a record of the decision on file.
6. The responsible person will decide the appropriate method of communication but ensure that the complainant is aware of their right of appeal and the path into the appeal process.
7. Where a complaint is upheld and leads to an issue of discipline, the consequences will be dealt with under B2B's disciplinary procedure.