



Customer Complaints Policy

1. Policy Purpose

Widgit seeks to maintain and enhance our reputation of providing high quality products and services, and is committed to being responsive to the needs and concerns of its customers. The purpose of this policy is to:

- Provide a fair complaints procedure which is clear for anyone wishing to make a complaint.
- Ensure customers know how to contact Widgit to make a complaint.
- Ensure everyone at Widgit knows what to do if a complaint is received.
- Ensure all complaints are investigated fairly and in a timely manner.
- Ensure that complaints are, wherever possible, resolved and that relationships are maintained.
- Gather information which helps Widgit to improve the services it delivers.

2. Policy Statement

Widgit's customer complaints process gives customers a voice to provide feedback on its services where necessary. Comments and complaints are important to Widgit, and can help the business to understand what works well, and where improvements can be made. This complaints policy supports Widgit's core values of:

- **Integrity** – treating everyone and approaching everything we do in an honest and respectful manner.
- **Kindness** – acting in a positive, supportive and understanding way towards everyone we work with.
- **Quality** – taking pride in our work and constantly striving to improve and evolve.

3. Customer Complaints Process

Widgit strives to make it easy to get in touch, whether to provide feedback or make a complaint. You can get in touch by:

1. Completing an online [contact form](#) on the website
2. Emailing info@widgit.com
3. Telephoning +44 (0) 1926 333680
4. Writing to: Widgit, First floor offices, Bishops House, Artemis Drive, Tachbrook Park, Warwick, CV34 6UD, United Kingdom

In all instances where a complaint is made using the above means, you will be contacted by Widgit within 3 working days of receiving the complaint. If you provide Widgit with a telephone number and/or email address, Widgit will contact you by either of those means to discuss the matter further and to officially record all necessary details. Hopefully this can resolve the matter immediately.

However, if the complaint is more complex where further investigation is needed, Widgit will take all the necessary steps and contact you again within 15 working days of receiving the complaint to update you.

4. The Information You Will Need to Share

When investigating your complaint, Widgit will be relying on information provided by you and information the business may already be holding. Widgit may need to contact you to clarify details or request additional information where necessary. To help investigate your complaint quickly and efficiently, Widgit will require the following information:

- Your name and contact details.
- The name of the person you have been dealing with at Widgit.
- The nature of the complaint.
- Details of any steps you have already taken to resolve the complaint.
- Details of conversations you may have had with Widgit that may be relevant to your complaint.
- Copies of any documentation which supports your complaint.

Customer complaints will be stored within Widgit's CRM. For more information, please refer to our Data Protection Policy:

[Data Protection Policy.PDF](#)

5. Resolving Complaints

Widgit is committed to resolving your issues at the first point of contact, however this will not be possible in all circumstances, in which case the more formal complaints process will be followed.

If Widgit have sought clarification or additional documentation from you and are waiting on you to provide this information, it may not be able to meet its 15 working day commitment. In such circumstances, upon receipt of your clarification or additional documentation Widgit will indicate when it expects to finalise your complaint.

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

Widgit's commitment to you is to address each complaint in a sensitive, fair, transparent, professional and unbiased manner through the complaints handling process.

Widgit understands that any person is entitled to express his or her views on its services, and that those views should be taken seriously. However, Widgit will not tolerate any abusive or discriminatory language or behaviour towards its staff members. Such circumstances may result in the further investigation of the complaint being declined.

Widgit will let you know the outcome of your complaint. However, where your complaint leads to action being taken against a member of staff or third party, Widgit will only inform you that this is the case. Widgit will not enter into discussion on the detail of level of the action taken.

6. Confidentiality

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

7. Widgit's Six Point Complaint Process

Acknowledge: Within 3 working days of receiving your complaint, Widgit will acknowledge its receipt.

Review: Widgit will undertake an initial review of your complaint and determine if any additional information or documentation may be required to complete an investigation. Widgit may need to contact you to clarify details or request additional information where necessary.

Investigate: Within 15 working days of receiving your complaint, Widgit will investigate objectively and impartially by considering the information you have provided, its actions in relation to your dealings with the business, and any other information which may be available that could assist in the investigation.

Respond: Following the investigation, Widgit will notify you of its findings and any actions it may have taken in regards to your complaint.

Take action: Where appropriate, Widgit will take the necessary actions to resolve the matter.

Record: Widgit will record your complaint for continuous improvement and monitoring, and your personal information will be recorded in accordance with relevant privacy legislation.

8. Complaint About a Member of Widgit Staff

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

Widgit will also treat the 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.

9. Policy Review

This policy will be reviewed every **3 years**, or sooner if changes in legislation occur or new best practice evidence becomes available.

Document Control	
Version Number	v 1.1
Date Ratified	20 August 2021
Date Issued	11 July 2024
Next Review Date	11 July 2027