

Customer Complaints Policy

1. Policy Purpose

Widgit seeks to maintain and enhance our reputation of providing high quality products and services and are committed to being responsive to the needs and concerns of our 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 us to make a complaint
- Make sure everyone at Widgit knows what to do if a complaint is received
- Make sure all complaints are investigated fairly and in a timely manner
- Make sure that complaints are, wherever possible, resolved and that relationships are maintained
- Gather information which helps us to improve what we do.

2. Policy Statement

Our customer complaints process gives our customers a voice to provide feedback on our services. Comments and complaints are important to us, they help us understand what works well and give us an opportunity to improve. This complaints policy supports our 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 to everyone we work with
- **Quality** – taking pride in our work and constantly striving to improve and evolve.

3. Customer complaints process

We want to make it easy for you to contact us and to provide feedback or make a complaint. You can get in touch with us by;

1. Completing an online [contact form](#) on our website
2. Emailing us at info@widgit.com
3. Telephoning us on +44 (0) 1926 333680
4. Writing to us at 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, we will contact you within 3 working days of receiving the complaint. If you provide us with a telephone number and/or email address we will contact you by either of those means to discuss the matter further and to officially record all necessary details. Hopefully we can resolve the matter immediately.

However, if the complaint is more complex where further investigation is needed, we 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 tell us

When we are investigating your complaint we will be relying on information provided by you and information we may already be holding. We may need to contact you to clarify details or request additional information where necessary. To help us investigate your complaint quickly and efficiently we 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 us that may be relevant to your complaint
- Copies of any documentation which supports your complaint.

5. Resolving complaints

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

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

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

We understand that any person is entitled to express his or her views on our services and that those views should be taken seriously; however, we will not tolerate any abusive or discriminatory language or behaviour towards our staff. Such circumstances may result in the further investigation of the complaint being declined.

We 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, we will only inform you that this is the case. We 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. Summary: Our six point complaint process

We acknowledge: Within 3 working days of receiving your complaint we will acknowledge receipt of your complaint.

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

We investigate: Within 15 working days of receiving your complaint we will investigate your complaint objectively and impartially, by considering the information you have provided us, our actions in relation to your dealings with us and any other information which may be available, that could assist us in investigating your complaint.

We respond: Following our investigation we will notify you of our findings and any actions we may have taken in regards to your complaint.

We take action: Where appropriate we take the necessary actions to resolve the matter.

We record: We will record your complaint for continuous improvement process and monitoring through regular review, 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 member of our staff, we will treat your complaint confidentially, impartially and equally (giving equal treatment to all people). We will investigate your complaint thoroughly by finding out the relevant facts, speaking with the relevant people and verifying explanations where possible.

We will also treat our 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.

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