Complaints Policy

United Kingdom Testing & Certification Ltd (UKTC) is committed to providing a first-class service and /or products which meet the expectations of our clients and any other individuals or organisations who may come into contact with our business.

We consider a complaint as any expression of dissatisfaction with our service or products relating to the activities or results of the laboratory which calls for a response. We will listen to any complaints raised with us, treat them seriously, and learn from them so that we can continually improve our service. We will aim to resolve the complaint to the complete satisfaction of the complainant in a fair and impartial manner. A complaint is an expression of dissatisfaction, whether justified or not.

Our policy covers complaints about:

- the standard of service or products relating to the activities or results of the laboratory;
- the behaviour of our staff;
- any action or lack of action by staff affecting an individual or organisation.

Our complaints policy does not cover:

- matters that have already been fully investigated through this complaint's procedure;
- anonymous complaints;
- verbal complaints (unless confirmed in writing).

All complaints received will be dealt with confidentially and in accordance with the requirements of the Data Protection Act 1998. We will not disclose confidential information outside of the organisation, without the prior written consent of the complainant, unless required by law.

To make a complaint the following is required as a minimum:

- submission of the complaint in writing by e-mail or post;
- a summary of the complaint, specifically who and what it is about;
- the timeline of events;
- any supporting information or documentation.

Once we have received your complaint in writing, we will view all the evidence you have provided to validate the complaint. This process may require the submission of additional information or further clarification of the issues prior to the complaint being formally logged.

Upon completion of the review process and validation of the complaint, we will:

- log it in our database and allocate a unique reference number;
- formally acknowledge receipt of the complaint in writing;
- respond with estimated timelines for complaint resolution (normally five working days of receipt);
- investigate and take the appropriate actions;
- give progress updates, whenever possible;
- communicate the outcomes to you (within the constraints of confidentiality requirements);
- give formal notice of closure of the complaint.

| United Kingdom Testing & Certification Ltd | Cairnmuir House | Cairnmuir Road | East Kilbride | Glasgow | G74 4GY |
| T: 01355 433122 | E: info@uktestcert.com | W: www.uktestcert.com |

We aim to resolve all complaints as quickly as possible. However, inevitably some issues will be more complex and therefore may require longer to be fully investigated. Consequently, timescales given for handling and responding to complaints are indicative. If a matter requires more detailed investigation, you will receive an interim response describing what is being done to deal with the matter, and when a full reply can be expected and from whom.

Dissatisfaction with complaint resolution:

If you are not satisfied with the initial response to the complaint, then you can write to the Director of the company and ask for your complaint and the response to be reviewed. You can expect your request to be acknowledged within five working days of receipt and a response within fifteen workings days. If you are still not satisfied with the response to your complaint you can contact the United Kingdom Accreditation Service.

Address:

United Kingdom Accreditation Service (UKAS)

2 Pine Trees

Chertsey Lane

Staines-upon-Thames

TW18 3HR

Email: customerfeedback@ukas.com

Telephone: 01784 429000

The Director of the company and other members of the Senior Management Team confirm their commitment and support, along with that of those working for or on behalf of the company, to the above policy and to the effective application of the complaints process. This Policy shall be made available to any interested parties, on request.

Signed: David Brown Date: 18th August 2021

David Brown
Director *(on behalf of United Kingdom Testing & Certification Ltd)*

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