

ETC Compliance Solutions is committed to exceptional customer service and views complaints as an opportunity to learn and improve, as well as a chance to put things right for the person, or organization that has made the complaint.

This policy has been designed to assist both customers and staff. ETC is committed to consistent, fair and confidential complaint handling and to resolving complaints as quickly as possible. We will treat all customers making a complaint equally.

### **Definition of a Complaint**

Complaints are defined as any expression of dissatisfaction or grievance, whether justified or not, made to staff by a customer or member of the public in relation to our business.

### **Recording & Responding to Complaints**

All complaints made, verbal or written, will be recorded at the time the complaint is made, or as soon as possible afterwards. The complaint should be recorded by the staff member who took the details. When taking a complaint, staff will record the name and contact details of the customer, as well as full details of the complaint including the date. Details of all communication with the customer and any actions to resolve the complaint will be recorded in the same place.

A record of consumer complaints, record retention of such complaints, any supporting documentation and responses shall be retained by the Operations Manager. Recorded complaints will be monitored and reviewed annually to identify any ongoing trends and efforts will be made to resolve any ongoing issues.

Anyone making a complaint will be treated with courtesy. Where possible, complaints will be resolved at the first point of contact. If the complaint can't be resolved immediately, the customer will be given a timeframe, a contact person and details of our complaint handling process.

### **Confidentiality**

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

### **Responsibility**

Overall responsibility for this policy and its implementation lies with Carole Benz, CEO and Weslyn Bejarano, Operations Manager.

At ETC Compliance Solutions, we continually strive to exceed personal, company and customer expectations while demonstrating care and concern for every client as well as each other. This complaint handling policy is supported by management. We commit to providing this policy to all staff and making it available to our customers.