**Complaint Procedure**

This complaint procedure is designed to complement the SWF Complaints Policy (QMS 009) and ensure that complaints are handled effectively and efficiently.

**1. Lodging a Complaint**

Complaints can be lodged through the following channels:

* **In Person:** By speaking directly to a supervisor or manager.
* **By Phone:** Calling our customer service hotline at [Phone Number].
* **By Email:** Sending an email to [Email Address].
* **By Mail:** Writing to [Mailing Address].

**2. Acknowledgement**

* **Time Frame:** All complaints will be acknowledged within two (2) working days of receipt.
* **Content:** The acknowledgement will include:
  + The name of the person handling the complaint.
  + The expected time frame for resolution.
  + Contact information for any further queries.

**3. Logging the Complaint**

* **Complaint Register:** All complaints will be logged in the Complaints Register.
* **Assignment:** The complaint will be assigned to an appropriate person for investigation.

**4. Investigation**

* **Information Gathering:** The investigation will involve:
  + Collecting all relevant information.
  + Interviewing involved parties.
  + Reviewing any related documentation.
* **Transparency:** The complainant will be kept informed of the progress.

**5. Resolution**

* **Response Time Frame:** A response will be provided to the complainant within ten (10) working days of the complaint being lodged.
* **Resolution Details:** The response will include:
  + Findings of the investigation.
  + Actions taken to resolve the complaint.
* **Satisfaction:** If the complainant is not satisfied with the resolution, they can request a review by a senior manager.

**6. Review**

* **Senior Management Review:** Senior management will review the complaint and actions taken.
* **Final Response:** A final response will be provided to the complainant within ten (10) working days of the review request.
* **Escalation:** If the complaint remains unresolved, it can be escalated to external bodies such as industry regulators or ombudsmen.

**7. Record Keeping**

* **Documentation:** All complaints and related documentation will be recorded and retained for a minimum of two (2) years.
* **Review:** The Complaints Register will be reviewed regularly to identify trends and areas for improvement.

**8. Confidentiality**

* **Handling:** All complaints will be handled with the utmost confidentiality.
* **Information Sharing:** Information will only be shared with those who need to know to resolve the complaint.

**9. Continuous Improvement**

* **Feedback Utilization:** Feedback from complaints will be used to improve services and processes.
* **Training:** Regular training will be provided to employees on complaint handling procedures and customer service excellence.

**10. Monitoring and Review**

* **Policy Review:** This procedure and the associated policy will be reviewed annually or as required by changes in legislation or industry standards.
* **Communication:** Updates and changes will be communicated to all employees and stakeholders.

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