

## Supreme Coatings Ltd

### Complaints Policy

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#### Document Control

Version	Date	Review	Changes Made	Approved By	Position
1.0	17 <sup>th</sup> April 2025	17 <sup>th</sup> April 2025	New Policy	Chris Every	Director

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#### Introduction

At Supreme Coatings Ltd, we are committed to delivering exceptional products and reliable service to our customers and partners. However, we acknowledge that issues may occasionally arise. This Complaints Policy and Procedure outlines our commitment to resolving all complaints in a professional, timely, and impartial manner.

We value complaints as a form of feedback and use them to identify areas for improvement in our operations, communication, and service delivery.

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#### 1. Purpose

This policy aims to:

- Provide a clear framework for managing and responding to complaints
  - Ensure fairness, consistency, and transparency in complaint handling
  - Comply with ISO 9001 and ISO 14001 quality and environmental standards
  - Promote customer satisfaction and continuous improvement across the business
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#### 2. Scope

This policy applies to **all complaints** made to Supreme Coatings Ltd by:

- Customers
- Suppliers
- Contractors

Complaints may relate to:

- Product or service quality
- Employee behaviour or communication
- Delivery or project performance

- Environmental or regulatory concerns
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### 3. How to Make a Complaint

You can submit a complaint through the following methods:

#### In Writing

Supreme Coatings Ltd

Unit 19 Lubards Business Park, Rayleigh, Essex, SS6 9QG

#### Email

[Info@supremecoatings.co.uk](mailto:Info@supremecoatings.co.uk)

#### Through our Online Contact Form

#### Phone

01268 975902

Please provide:

- Your name and contact details
  - A clear description of the issue
  - Relevant dates, order numbers, or documents
  - The outcome you are seeking
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### 4. Complaints Handling Process

#### 1. Acknowledgement

- We will acknowledge receipt of your complaint within 3 working days.
- You will receive a reference number for tracking.
- We will inform you of who is handling your complaint and provide an estimated response timeline.

#### 2. Investigation and Response

- Complaints will be assigned to the relevant department manager and reviewed by the Quality Manager.
- A formal written response will be issued within 10 working days of acknowledgment.
- If more time is needed, we will notify you with a revised timeline and progress updates.

#### 3. Resolution

- If the complaint is upheld, we will explain the corrective and preventive actions taken.
- If the complaint is not upheld, we will provide a clear rationale for the decision.
- In either case, your feedback will be welcomed to ensure satisfaction with the outcome.

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## 5. Escalation Process

If you are dissatisfied with the initial outcome:

1. Submit a written escalation to the Managing Director via email or post.
2. We will acknowledge your escalation within 3 working days.
3. A senior review will be conducted, including further investigation if necessary.
4. A formal response will be issued within 20 working days of acknowledgement.  
If further time is needed, we will inform you and provide a revised date.

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## 6. Recording and Monitoring

- All complaints are logged in our Customer Complaints Log.
- Records are kept securely for at least 6 years.
- Trends are reviewed periodically to inform our continuous improvement processes.
- Complaint data is discussed during internal audits and management reviews.

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## 7. Confidentiality

All complaints are handled in accordance with our Privacy Policy.

Your personal information will only be shared internally when necessary to resolve the complaint or as required by law.

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## 8. Legal and Regulatory Compliance

This policy aligns with:

- The Consumer Rights Act 2015
- UK GDPR (General Data Protection Regulation)
- ISO 9001:2015 (Quality Management)
- ISO 14001:2015 (Environmental Management)
- Any other relevant legislation or industry standards

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## 9. Review

This policy will be reviewed annually or earlier if required by:

- Regulatory or legal updates
- Changes in operations

- Feedback from audits

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**Contact Information****Supreme Coatings Ltd**

Unit 19 Lubards Business Park, Raleigh, Essex, SS6 9QG

Email: [info@supremecoatings.co.uk](mailto:info@supremecoatings.co.uk)

Tel: 01268 975902

Web: <https://supremecoatings.co.uk>

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