



CUSTOMER COMPLAINTS AND COMPLIMENTS PROCEDURE.

Goals of the procedure

At IDM Doors Ltd., we value all feedback as it assists us to improve our products, services and customer service.

This procedure has been designed to assist all individuals and organisations who are affected by IDM Doors' activities. IDM Doors are committed to consistent, fair and confidential complaint handling and to resolving complaints as quickly as possible. We aim to make it easy for people to make a complaint if they are dissatisfied, and we will treat all parties making a complaint equally.

By implementing this approach, we shall ensure that, as far as is reasonably practicable, complaints will be dealt with to the satisfaction of all parties.

Definition of a complaint

Complaints are defined as any expression of dissatisfaction or grievance made in writing or in person to a representative of IDM Doors or IDM Doors subcontractor by an external individual or organisation concerning our business activities.

Recording complaints

All verbal or written complaints will be recorded in our *Business Micros "EvoNet"* Customer Relations System at the time the complaint is made, or as soon as possible afterwards.

When recording a complaint, staff will record the name and contact details of the person, as well as full details of the complaint, including the date. Details of all communication with the complainant and any actions to resolve the complaint will be recorded in the same place.

Recorded complaints will be monitored by our ISO 9001 quality management system for the purpose of identifying any trends and to improve our products and services.

The details of the individual or organisation making the complaint and details of their complaint will be held and used in accordance with the Data Protection Act 1998.

Recording and responding to compliments

For all compliments received, a thank you letter/email is sent to the customer. If the compliment is about an individual staff member, they are thanked in writing by the managing director, and a copy of the compliment is stored in their personnel file.

Responding to complaints and Timeframe

- We strive to resolve all complaints within an appropriate timeframe. Complaints will be acknowledged promptly (48 hours maximum).
- Our target is to resolve complaints within **10–20 working days**
- We will keep you informed throughout the process

Individuals or organisations making a complaint will be given an approximate timeframe at the time they make their complaint and will be regularly informed of the progress of their complaint, (by email or telephone).

Escalation of complaints

If a complaint cannot be resolved by the usual complaint process, or the individual or organisation making the complaint is dissatisfied with the immediate response, the matter shall be escalated to the managing director, who will investigate the complaint, decide what formal action is to be taken and report back to the customer or other interested party on what action is to be taken and how long this will take.

Access to Alternative Dispute Resolution (ADR)

If you are not satisfied with the outcome of your complaint after following our internal complaints process, you may refer your complaint to an independent Alternative Dispute Resolution (ADR) provider. This service is **free of charge to you up to the point of mediation**.

A suitable ADR provider is:

- **Dispute Resolution Ombudsman**
- **Website:** <https://www.disputeresolutionombudsman.org/>
- **Phone:** 0333 241 3209

We are committed to cooperating fully with any ADR process and will implement agreed outcomes wherever appropriate.

Customer Awareness

Our complaints procedure is made easily available to all customers:

- On our company website: <https://idmdoorsltd.co.uk/residence-area>
- In customer welcome packs or service agreements
- Upon request via phone, email, or in person

We ensure all customers, including tenants and landlords in the private rental sector (PRS), are made aware of their right to raise a complaint and access free dispute resolution.

Review of complaint handling policy and procedures

IDM Doors are committed to continuous improvement, and this procedure will be reviewed regularly to ensure its continued effectiveness.