

## **Customer Care and Complaint Handling Statement**

### **Customer Care Statement**

Audiolink is committed to following sound business principles and good practice that ensure its customers receive the best possible service at all times. Audiolink commits to providing this policy to all its customers and staff by publishing it in its Staff Handbook and on its website, as well as displaying it around the business. Audiolink's policy is to:

- put the customers first
- make customers aware of the customer care policy and ensure they have a copy
- deliver a quality service, providing value for money to the customers
- deal with queries quickly and fairly
- resolve any issues quickly and fairly
- provide honest and straightforward information so the customers can make informed choices
- adhere to any recommendation made by the independent adjudicator
- have suitable arrangements in place to deliver the customer care commitment; including; staff training, performance monitoring, review of the policy and continual improvement
- provide regular information on the customer care performance both company-wide and in relation to specific customer needs and expectations.

### **Complaint Handling Statement**

Audiolink is committed to providing consistent, fair and confidential complaint handling resources to resolve customer issues as quickly as possible. Audiolink will:

- provide a comprehensive process for recording, escalating, actioning, monitoring and reporting customer complaints and commendations
- ensure that formal customer complaints are escalated to senior management
- agree and meet target response times for the resolution of complaints
- empower and support local managers to process complaints that are referred to them
- keep all parties updated on progress and corrective and remedial measures
- protect the identity of individual customer representatives and the confidentiality of information given

Signed:

Date: 29<sup>th</sup> April 2015

Philip Heaphy  
Finance and Compliance Director - Audiolink Limited