



# CUSTOMER SERVICE POLICY

## 1. POLICY STATEMENT

- 1.1 FGS Agri Ltd are committed to providing our clients with a level of customer service that is professional and consistent in the quality of service delivery at all times.

## 2. CUSTOMER ENQUIRIES

- 2.1 In response to every customer enquiry, we will:
- (a) Listen carefully to your requirements and not assume we know what it is you require
  - (b) Ensure that we communicate effectively, treating you with respect and courtesy from initial enquiry to job completion
  - (c) Deal effectively with complaints and criticisms as soon as they arise and at all times in accordance with the complaints procedure set out below
  - (d) Ensure our staff are helpful, courteous and knowledgeable at all times.

## 3. TELEPHONE CALLS

- 3.1 We will endeavour to answer your call within 10 seconds (approximately 6 rings) between the hours of 7.00am and 5.30pm on working days and 7am and 12 noon on Saturdays. An answering machine is in use outside of these hours and when the office is unoccupied. Calls outside of these times can be directed to the Company mobile phone which will normally be attended on a 24/7 basis.

## 4. DEALING WITH CORRESPONDENCE

- 4.1 We will endeavour to respond to letters, faxes and e-mail within 5 working days of receipt or more quickly if the matter is critical or a criticism / complaint.

## 5. COMMENTS AND COMPLAINTS PROCEDURE

- 5.1 The Company endeavours to provide its customers with quality services at all times. It recognises, however, that from time to time there may be areas where these services can be improved or occasions when they fail to meet the expectations of customers. This procedure is provided to deal with comments and complaints received from customers in a fair and consistent manner. We welcome your comments and complaints in order to further improve the service we provide.
- 5.2 Complainants shall be made aware of the Comments and Complaints Procedure and given the opportunity to formally submit their comment or complaint in writing if preferred.
- 5.3 This procedure has been established by FGS Agri to record and respond to comments and complaints received by customers, members of the public and other stakeholders. A person making a complaint or registering a comment will be referred to as the complainant for the purposes of this procedure.
- 5.4 All comments and complaints will be dealt with impartially, objectively and professionally and those making the comment or complaint will not be subjected to adverse treatment by FGS Agri as a result.
- 5.5 Where appropriate, this procedure may invoke other procedures in existence with FGS Agri or its agents including disciplinary and capability procedures.
- 5.6 A complainant should be encouraged to provide their name and contact details. Such details provided by the complainant shall be treated as confidential and, wherever possible, only made known to those who need to consider the complaint. FGS Agri will

recognise complaints or comments received anonymously as part of this procedure although there may be practical difficulties in concluding an investigation.

#### EXCLUSIONS FROM THIS PROCEDURE

- 5.7 This procedure does not apply to comments or complaints received from FGS Agri employees. The FGS Agri Grievance Procedure is in place for these purposes.

#### COMMENTS AND COMPLAINTS LOG AND RESPONSIBILITIES

- 5.8 A comments and complaints log shall be maintained at our head office.
- 5.9 Comments or complaints must be forwarded to the Manager of the relevant Enterprise in the first instance. Where the person receiving the complaint cannot identify the relevant Enterprise, the complaint shall be forwarded to the Managing Director.
- 5.10 Details of complaints shall automatically be referred to the Managing Director, where a complaint is: potentially in relation a breach of procedural rules, a criminal act or fraudulent activity, or is a high profile or sensitive complaint.
- 5.11 The complaints log will initially record relevant details regarding the complainant and the nature of the complaint. Where a high level of confidentiality is required, this information may be truncated or omitted from the central log but will be recorded elsewhere.
- 5.12 The register will identify the person to whom the complaint was made and the Enterprise Manager responsible for dealing with the complaint.
- 5.13 The register will be updated as necessary to show the progress of the complaint.
- 5.14 All staff dealing with any stage of a complaint shall be mindful of the need to treat the complaint as confidential.
- 5.15 Comments and complaints should be dealt with quickly, thoroughly and with due regards to the importance of time in respect of the particular complaint. Generally speaking, complaints will be acknowledged by the company within two working days of receipt.
- 5.16 The complainant must be informed that the Company will aim to resolve the complaint as quickly as possible, however a maximum time of eight weeks is applied to all complaints, to allow for more serious allegations requiring thorough investigation. The client will be kept informed of the progress of their complaint throughout.

### **6. MAINTAINING, MONITORING AND REPORTING**

- 6.1 The progress of individual complaints shall be the responsibility of the relevant Enterprise Manager who should ensure that the register is updated at regular intervals.
- 6.2 On a monthly basis, Enterprise Managers will be provided with information on the level and progress of complaints and where necessary, prompts to further action or additional corrective measures.
- 6.3 Information collated from customer questionnaires regarding satisfaction with the service provided shall be analysed on an annual basis.

### **7. TRAINING**

- 7.1 The Company will ensure that all staff are familiar with the Comments and Complaints Procedure. This procedure will be included within the employee induction process for relevant new staff and all managers.

## **8. INVESTIGATING A COMPLAINT**

- 8.1 The way in which a complaint is treated and investigated will depend upon the nature and seriousness of the complaint. Allegations of criminal behaviour require special care to ensure that officers dealing with the complaint do not hamper any subsequent investigation by the Police. Therefore, where an allegation of criminal behaviour, including fraudulent activity has been made, the Managing Director shall lead the investigation.

## **9. CONDUCTING AN INVESTIGATION**

- 9.1 In carrying out an investigation, the relevant Enterprise Manager should consider the nature of the complaint and the level at which it is being considered. For example, low Level complaints which can be completed quickly should not be hampered by unnecessary procedural issues and enterprise managers should consider how the complaint may be resolved without further investigation.
- 9.2 In contrast, serious complaints or complaints of a contractual nature should be investigated formally and appropriate documentation produced to record and thoroughly assess the allegation. As part of the investigation, information on any relevant legal, contractual, policy and administrative background relating to the complaint must be sought.
- 9.3 Enterprise Managers investigating a serious complaint should assess the appropriateness of using the Comments and Complaints procedure in this instance and consider possible alternatives including litigation and/ or statutory or regulatory involvement. This assessment should be reviewed throughout the term of the investigation as more information is gathered to inform the process. The Enterprise Manager should also assess which activities of the Company are associated with the complaint and consider the suspension or deferment of the activity until the complaint has been resolved.
- 9.4 The investigation should establish the relevant sequence of events, identifying and interviewing those staff, and Managers most directly involved.
- 9.5 Prepare a conclusion to the investigation which may include recommendations for improvement and corrective measures to prevent a recurrence of the activity leading to the complaint.
- 9.6 Where the investigation concludes that the company provided a poor service, we will acknowledge what went wrong and offer the client a suitable remedy, along with a full explanation of what happened. The remedy will be proportional to the level of poor service. For example, a small administrative error not adversely impacting the client but causing a minor inconvenience may result in a polite apology, whereas overcharging a client or damage to property will result in an offer of apology, financial recompense and reinstatement of any damage at our expense.
- 9.7 Where the investigation concludes that the Company provided a reasonable service, we will provide a full and clear explanation as to how we reached the decision and show evidence for that where possible.

## **10. INFORMING THE CLIENT OF THE OUTCOME**

- 10.1 Having reached a conclusion to the investigation, the relevant Enterprise Manager will write to the complainant and inform them of the outcome. The complainant will be asked whether the conclusion/ outcomes reached following the investigation are to their satisfaction and whether they are satisfied with the way the complaint has been dealt with throughout.

## **11. IN CASE OF CONTINUED CUSTOMER DISATISFACTION**

- 11.1 Where the complainant is not satisfied the Enterprise Manager will refer the matter to the Managing Director, who will review the investigation process and outcomes to ensure due process has been followed.
- 11.2 Where the Managing Director finds that he is not in agreement with the investigation process or outcome(s) he will inform the client and conduct a further investigation to reach a definitive conclusion and outcome(s).
- 11.3 Where the Managing Director finds that he is in agreement with the investigation outcome he will inform the client, explain the reason for his conclusions and inform the client that the matter has been closed from the Company's point of view. However the Managing Director may also, at this point in the process, renegotiate terms or a variance in arrangements with the client for any future works, providing the client is happy to draw the matter to a close and maintain a client relationship with the Company.