



Customer complaints procedure

We always strive to satisfy our customers' needs. However, very occasionally you may feel that we have failed to meet your expectations. When this happens, we want to know about it. In particular, please tell us if:

- We have not achieved the standard of service you would expect
- We have carried out or are carrying out our duties in an unsatisfactory way
- Our staff are behaving in an unacceptable way (including rudeness, violence or aggressiveness)
- We fail to do something which we have been asked to do
- We fail to do something which you think we should have done, even if you have not explicitly asked us to do it

We value all feedback, positive or negative. Complaints are seen as a way for us to review and improve the services we offer. By listening to customer complaints, mistakes can be resolved quickly and steps taken to ensure that similar problems do not occur in the future.

If for whatever reason you have not been happy with the service you have received, please follow the customer complaints procedure outlined below.

If you have reason to complain, please let us know within three months of the incident having happened.

1. Complaints may be made in person, by telephone, in writing or by email to the relevant employee, department or line manager. Alternatively, you can direct any complaint to the Marketing team:

Email: marketing@hoopleltd.co.uk

Address: The Marketing team, Hoople Ltd, Plough Lane, Hereford HR4 0LE

Telephone: 01432 383730

2. When making your complaint, please provide as much detail as possible in terms of your complaint and also, where relevant, an indication of what actions you feel we

should take to resolve your complaint.

3. You should be contacted by the Head of Service responsible for the area of your complaint within a maximum of three working days of it being received by Hoople. When the Head of Service contacts you, they will be seeking to find out more about the nature of your complaint. They will inform you of the timescale within which you will receive a formal response to your complaint, which will usually be within seven working days. This will allow sufficient time for the Head of Service to collect any evidence, to contact you for further details about the complaint or perhaps to arrange to meet you to find out more.
4. You will then receive a formal written response to your complaint from the responding officer.
5. If you are not satisfied with the response you have received, you can ask for your complaint to be considered by Hoople's Executive Management Team (EMT). The EMT will review all the evidence and circumstances of your complaint and, once that analysis has been completed, will send you a final formal written response within a maximum of 10 working days of receipt of your appeal.
6. The case will then be closed.