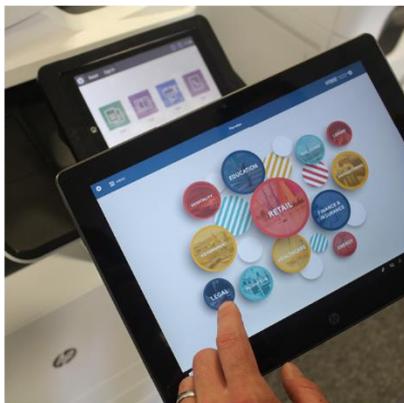




Client Feedback Charter



Speak to us today
0345 300 9955
info@apogee.com



More information at
www.apogee.com

Introduction

This charter sets out the standards of service we aim to provide in the administration of your feedback and explains how you can let us know when you are not happy with the service that you receive.

Your opinion matters to us, and we will take every opportunity to improve the quality of our service to you. If you are happy or unhappy with our standards of service, we would like to hear from you.

How to contact us

On our website, click on 'Contact us'.

Alternatively, call our national phone number: 0345 300 9955

Our Head Office is:

Apogee Corporation Limited Nimbus House, Liphook Way, Maidstone ME16 0FZ

Email: support@apogeeCorp.com

Our website address is: www.apogeeCorp.com

Our aims, standards and targets

We aim to:

- be polite, friendly, approachable and professional;
- ask for your views and listen to you;
- provide straightforward information about our services;
- correct things promptly when they are wrong, and learn from complaints that are made about us;
- promote equality and fair treatment;
- continuously improve our services;
- respond promptly to calls, letters, queries and emails;
- use plain English wherever possible;
- deal with complaints promptly and guarantee a full investigation and a considered response;

If we don't do what we say in this charter please tell us.

Our expectations of you

To help us to improve the service we provide and to deal with your query or complaint efficiently please:

- give us the information we need to help you; and
- treat our staff appropriately and with respect.

When you contact us, if you have already provided feedback or have made a formal complaint, you can help by providing the reference number to any previous complaint

Listening to you

We welcome your comments, compliments and complaints. We pay attention to any feedback and carry out satisfaction surveys to improve our service. You can help us and other Apogee clients by telling us what you liked about our service and how we can improve.

Comments and suggestions

Your suggestions are important to us so please let us know if you have any comments or suggestions for improving our services. You may do this through our website, <http://www.apogeeCorp.com/contact-us/>

We will acknowledge receipt of your suggestion within five working days of receiving it.

Compliments

If you think that we have done well then please tell us, so that other colleagues or services can follow the example. You may do this through our website, <http://www.apogeeCorp.com/contact-us/>
Any compliments we receive will be recorded and passed onto the relevant member of staff and appropriate managers.

Complaints

We are committed to providing a quality service and want to get things right, but recognise that sometimes they do go wrong. Wherever possible we will aim to redress complaints quickly and informally at your first point of contact, but we have introduced a formal process if this is not possible.

One of the ways in which we can continue to improve the service we provide is by listening to and responding to the views of our users. If you are not happy with our service, please let us know straight away.

We will:

- make the process of making a complaint as easy as possible;
- treat your complaint seriously;
- deal with your complaint promptly and politely;
- respond in a positive manner (for example, with an explanation, or an apology where we have got things wrong, or information on any action taken);
- learn from complaints by using them to improve our service.
- If we have to change any of the timescales below, we will let you know and explain why.

Making a Complaint

In the first instance, we would always prefer to hear from you by telephone on 0345 300 9955, option 1, 6, 1. This will allow you to have a discussion with one of our team who will listen to your concerns, consider the issues raised, discuss your options and attempt to resolve your concern at first contact.

It is not always possible to resolve your concern at the first point of contact, in these instances our team will take full details of any issues raised and arrange for your concern to be investigated and a response to be provided in writing.

How long will it take?

Our aim is to resolve your concern at first contact. We will do our best to at least contact you to discuss your concerns within the first 24 hours after receiving your complaint.

If we have been unable to provide a resolution within 3 days of acknowledging your complaint, we will contact you to:

- Explain why we have not yet managed to resolve your concern
- Tell you who is dealing with your concern and how to contact them
- Obtain further information to help us resolve any issues

We will then investigate your complaint further. This will normally involve passing your complaint to all relevant departments that have been instrumental in providing products or services to you.

Your Complaint owner will then invite you to review and hopefully resolve your complaint. They will do this within 4 weeks of acknowledging receipt of your complaint.

In the exceptional circumstances where the issues raised are particularly complex, matters may take longer to resolve. We will keep you informed on a regular basis of progress until your concern has been resolved.

At this stage, if you are still not satisfied, the complaint will be escalated to a Senior Manager/Director, who will review the original resolution offered and within 6 weeks of the original acknowledgement, re-propose in writing an alternative resolution where suited or, reaffirm the offered redress or as appropriate, appoint alternative escalation or mediation to review your complaint.

If we are unable to offer directly or via alternative mediation a mutually acceptable redress of your complaint, we will formally write to you explaining our final position. This is known as deadlock.