



Customer Complaints Policy

Our approach to handling complaints will be easily accessible and well publicised to take into account the needs and wishes of those people wanting to make a complaint. It will be simple and easy to understand.

We will look to prevent complaints from being made in the first place, by providing an excellent service which exceeds expectations. However, where complaints do arise, we will respond quickly in a way which the customer prefers, and negotiate an appropriate resolution following a full and fair investigation by an appropriate member of staff.

The success of this policy rests on members of staff within Gentoo, taking full responsibility and ownership when dealing with complaints around their business, in a proactive and polite way.

We will monitor complaints and use trends to identify the root cause of complaints and improve our services. We will communicate to customers any improvements made as a result of their feedback.

We are committed to the principles of equality and diversity throughout the organisation and aim to:

- Meet the needs and choices of people from all backgrounds
- Ensure that our services are relevant, responsive and sensitive to the needs of our existing and future customers
- Ensure that all sections of the community in which we work have equal access to our services

Our Customer Complaints Policy and Toolkit will ensure that customers will be treated as individuals and with fairness and respect.