

## Complaints handling process

All complaints that Gold receive are important to us, regardless of who they are from. In this regard, and as part of our Quality control obligations, the process of Complaints Handling is listed below:

### Receipt of a complaint

Complaints may be received through a number of channels, most commonly in the form of a telephone call, email or directly from the contact us page on the company website.

### Complaint handling procedure

The member of staff who directly receives the complaint, for example the person who answers the phone, will be the person who needs to initially deal with the issue unless the caller requests to speak to a specific individual.

### Telephone Complaint procedure:

#### **Step 1: Listen Carefully**

Allow the caller to explain the issue fully without interrupting. Make sure they feel heard.

#### **Step 2: Gather Information**

Identify the Complainant: Obtain their name, company (if applicable), contact information, and details regarding the situation (e.g., dates, people involved).

Ask Clarifying Questions: Politely ask questions if anything is unclear to ensure you have all relevant information.

Email the details of the complaint to Business Support [support@goldgroup.co.uk](mailto:support@goldgroup.co.uk)

Business Support will then log the complaint on a central document and escalate to the Directors if required.

### Email Complaint:

If you receive a complaint directly which cannot be easily resolved, this should be raised with the Directors.

If the complaint relates to data removal, the details should be sent to Business Support to action.

### Further Actions:

The Business Support team or Director will log all complaints on a dedicated spreadsheet. Each complaint will be allocated a unique reference number and details of the complaint will be recorded including any actions required.

The Director who has received the complaint will then be responsible for contacting the complainant and for ensuring that any issues raised have been fully resolved.

For any data removal complaints, Business Support will confirm that data has been fully removed from all databases.

Any areas of improvement which have been identified during the process will be noted on the log and actioned by the directors or relevant Line Manager.