

## **How to make a complaint**

We always endeavour to provide the best service and products for our customers. However, on rare occasions, we recognise there may be times where our customers may not be completely satisfied.

To ensure we are able to put things right as soon as we can, please read our complaints procedure below and we will respond promptly to ensure complete satisfaction.

As soon as possible after the completion of the works, please inspect the work to ensure everything has been carried out to our usual high standards. By either calling, writing or emailing us.

We aim to respond within 15 working days of receiving your complaint and where possible, will provide you with a date to remedy any issues raised.

In the unlikely event there is anything you are not completely satisfied with, please contact us as soon as you can in order that we can rectify any problems as soon as possible. Kudos Stairlifts has a 3 stage complaints procedure.

### **Stage 1 –**

The first step is to contact our Client Focus Team, your account will be managed by one individual, this is who in the first instance looks after your account with us. Tell them the problem and they will try and resolve it for you. In many cases they will deal with your complaint instantly.

If this does not happen, you can make a complaint by contacting the Client Focus Manager, the Client Focus

Manager is responsible for compliance to our company policies and procedures and those set out by the BHTA. Once your complaint has been recorded, a response will be sent within 15 working days.

### **Stage 2 –**

If you are not satisfied with the response you received at Stage 1, you should write to the Client Focus Manager and explain why. The response you received at Stage 1 will explain how to do this. The Client Focus Manager will then consider your complaint and make a decision whether it will be recorded at Stage 2.

If your complaint is recorded at Stage 2, a senior member of staff (Director level) will then investigate your complaint and a response will be

sent within 20 working days. If your complaint is not recorded at Stage 2, the Client Focus team will explain why.

### **Stage 3 –**

If you are still not satisfied with the response you received at Stage 2, you should write to the Commercial Director and explain why. Your complaint will be dealt with at director level, handled by the Commercial Director on behalf of the Managing Director & Chief Executive. The response you received at Stage 2 will explain how to do this.

The Commercial Director will then consider your complaint and make a decision whether it will be recorded at Stage 3. If your complaint is recorded at Stage 3, the Commercial Director will investigate your complaint and a response will be sent within 20 working days. If your complaint is not recorded at Stage 3, the Commercial Director will explain why.

## **The Client Focus Team**

If you would like to contact the Client Focus Team, you can write to: Client Focus Team, Kudos Mobility Group Limited, Pod Business Centre, Harris Way, Sunbury on Thames, Middlesex TW16 7EL. Alternatively, you can telephone: 0203 326 5841, or email: [clientfocus@kudosstairlifts.co.uk](mailto:clientfocus@kudosstairlifts.co.uk)

## **Dispute Ombudsman**

Where we cannot resolve any complaints using our own complaints procedure, as a Which? Trusted trader, we use Dispute Resolution Ombudsman for dispute resolution. In the unlikely event of a complaint arising and you wish to refer the complaint to them please contact them on 0117 456 6031 or via their website <http://www.disputeresolutionombudsman.org/high-trusted-traders-partnership/>.