

CUSTOMER CARE AND COMPLAINTS MANAGEMENT POLICY

AIM AND PURPOSE

Ioma Services Group Limited (ISGL) is committed to delivering excellent standards of uniform clothing and janitorial related products and services to the full satisfaction to our clients, customers, and end users. We provide customer liaison and care arrangements as well as any complaints management processes in accordance with our ISO9001:2008 Quality Management accreditations.

The Eclipse Management Consultancy provides additional consultancy support to ensure our HR and business processes are highly efficient and effective and compliant with the 2015 Public Contract Regulations. As a consequence, we have systems and staffing structures to communicate and interact with our clients and end users to ensure that have the appropriate interface with our company.

We ensure they are fully informed of our progress; performance as well as having the opportunity to rapidly resolve any matters that falls below our normal high standards.

The prime objective of our Customer Care and Complaints Management Policy is achieved by: -

- Defining what constitutes a complaint and to differentiate between contract performance and any product failure and breach of our Code of Conduct by an employee or sub-contractor.
- Assigning a Responsible Director as the Point of Contact to manage our customer care commitment as well as oversee the prompt resolution of any issue and/or complaint.
- Ensuring a consistent complaint handling approach with priority time scales for resolution is communicated to all parties concerned with any issue, occurrence, and complaint.
- Capturing the lessons learnt from the complaint and implement corrective measures and a process of continuous improvement.

DEFINITION OF A COMPLAINT

A customer complaint is any feedback, either written or verbal, received from a client, customer and end user who perceive that their requirements of the garment or service provided by ISGL has not been met to their full satisfaction.

In addition, our Complaints Management Policy differentiates between contract performance and any garment/product failure and any breach of our Code of Conduct or an event or behaviour associated to a parcel delivery provider.

Therefore, a customer complaint is a formal notification to ISGL from the customer and/or client including end users regarding the following two categories of complaint: -



- A failure to perform agreed services or uniform and work wear goods outside of the specified performance criteria or agreed requirements and any contract terms.
- Any breach of the Company Code of Conduct* by an employee of ISGL, such as any inappropriate behaviour and/or breach of personal dignity or the performance of couriership partner, such as Royal Mail or DPD Parcel Delivery Services to fulfil the contract terms for delivery.

Receipt of the notification can take the form of: -

- Verbally via telephone and/or face to face with a representative of Ioma Clothing or elsewhere (formal complaints are to be made in writing or via a Complaints Form to enable all aspects of the complaint to be recorded, addressed, and resolved by the Directors of the Company)
- Written submission of complaint and/or event via E-mail, letter, or our Complaints Form.

Any serious incident, event and or complaint will automatically be referred to the Managing Director (MD) as part of our escalation procedure. Notably, if the matter involves a breach of personal dignity, any health and safety breaches or non-compliance to a statutory duty. The Managing Director will be assigned as the Complaint Investigator of such serious incidents and or complaint as detailed in Annex A.

ROLES & RESPONSIBILITIES

The Sales Director is the Point of Contact for the recording and reporting of all complaints to and for documenting progress through the complaints management process.

This responsibility includes corresponding with the client and/or complainant until the matter is fully resolved to the satisfaction of all stakeholders to the contract works. In the meantime, any complaint (as defined above) received will immediately be forwarded to the Sales Director as the Complaint Investigator.

However, the Managing Director depending on the issue, incident or seriousness of the matter may assign the role of Complaint Investigator to the Operations Director for reporting to the Management Team. The main purpose of the Quarterly Management Meeting is to ensure adherence to company processes and quality systems and to ensure rapid resolution of all issues and timely completion of customer agreed actions.

Regarding any breach of the Employee Code of Conduct*, such incidents or events once fully investigated may be referred for a disciplinary process. Any actions or breach of contract terms by a supplier or Parcel Delivery Provider (DPD) will be considered by the Managing Director and any contract termination or supplier suspension from our supply chain will be assessed accordingly. Employee Code of Conduct* is attached as Appendix 1

In summary, the key roles in this procedure can be defined as follows:

- **The Customer** - The party making the complaint as the end user of the service
- **The Client**- The body commissioning construction, repair, and maintenance services
- **The Stakeholders**- Any person, client or party that has an interest or concern in the delivery of contracted works on behalf of a customer or end user.
- **The Recipient** - The person who receives the initial communication from the Customer/Client/End User. In the situation where a complaint is made verbally to Ioma Clothing the recipient must request that any verbal communications are followed up by confirmation in writing or the completion of a Complaints Form. The Sales Director may also refer any complaint to the Operations Director for investigation and prompt resolution, notably if the matter is more appropriately considered by another Director.
- **The Complaint Investigator** - The person nominated by the Managing Director to be responsible for investigating the complaint and resolving the matter and implementing the resulting action plan, such as the Sales Director in the first instance.
- **The Point of Contact** - The person who will interface with the Customer regarding the complaint. The Sales Director will undertake this responsibility.

PROCESS

The flowchart for the management of customer complaints is shown in Annex A.

MEASUREMENT OF THE PROCESS

The following are examples of measures that are used to evaluate the effectiveness of the customer complaints process: -

- Number of complaints received / open / closed per year by category of incident & event.
- % of complaints that have been acknowledged within 2 working days.
- % of complaints fully resolved with an action plan agreed within 5 working days.
- % of complaints where the action plan was completed within the agreed timescale.
- Number of incidents, failures or events categorised by root cause (e.g. poorly defined requirements, non-conformance process, lack of training etc.).
- The number of complaints relating to a breach of the Employee Code of Conduct.
- The number of complaints relating to the performance of a sub-contractor.

CUSTOMER COMPLAINTS REPORTING

The Sales Director as the Point of Contact will record, monitor, and report to the Managing Director and all incidents, complaints and events as part of our standard KPI reporting obligations. These complaints will be shared with clients as part of our open business culture and contract terms.

CAPTURING CUSTOMER SATISFACTION AND FEEDBACK ON OUR PERFORMANCE

ISGL is committed to capturing feedback and insight into the performance of our workforce, the standard of our workmanship as well as the overall level of satisfaction with our clothing related services in these circumstances, we routinely issue Company Customer Satisfaction Questionnaires to our customers and end users as part of our quality management obligations under our ISO9001 accreditations. Also, we issue and assess Customer Satisfaction Questionnaires on behalf of specific clients within the public and social housing sector and report these findings to procuring bodies as required.

A COMMITMENT TO CUSTOMER CARE AND CONTINUOUS IMPROVEMENT

The Sales Director will be responsible for reporting customer care and compliant related data to the Management Team and to the clients as part of our performance monitoring and reporting obligations to our clients. He will also be responsible for co-ordinating and implementing improvements to any business process where required and making recommendations directly to Managing Director as part of our continuous improvement and quality assurance procedures.

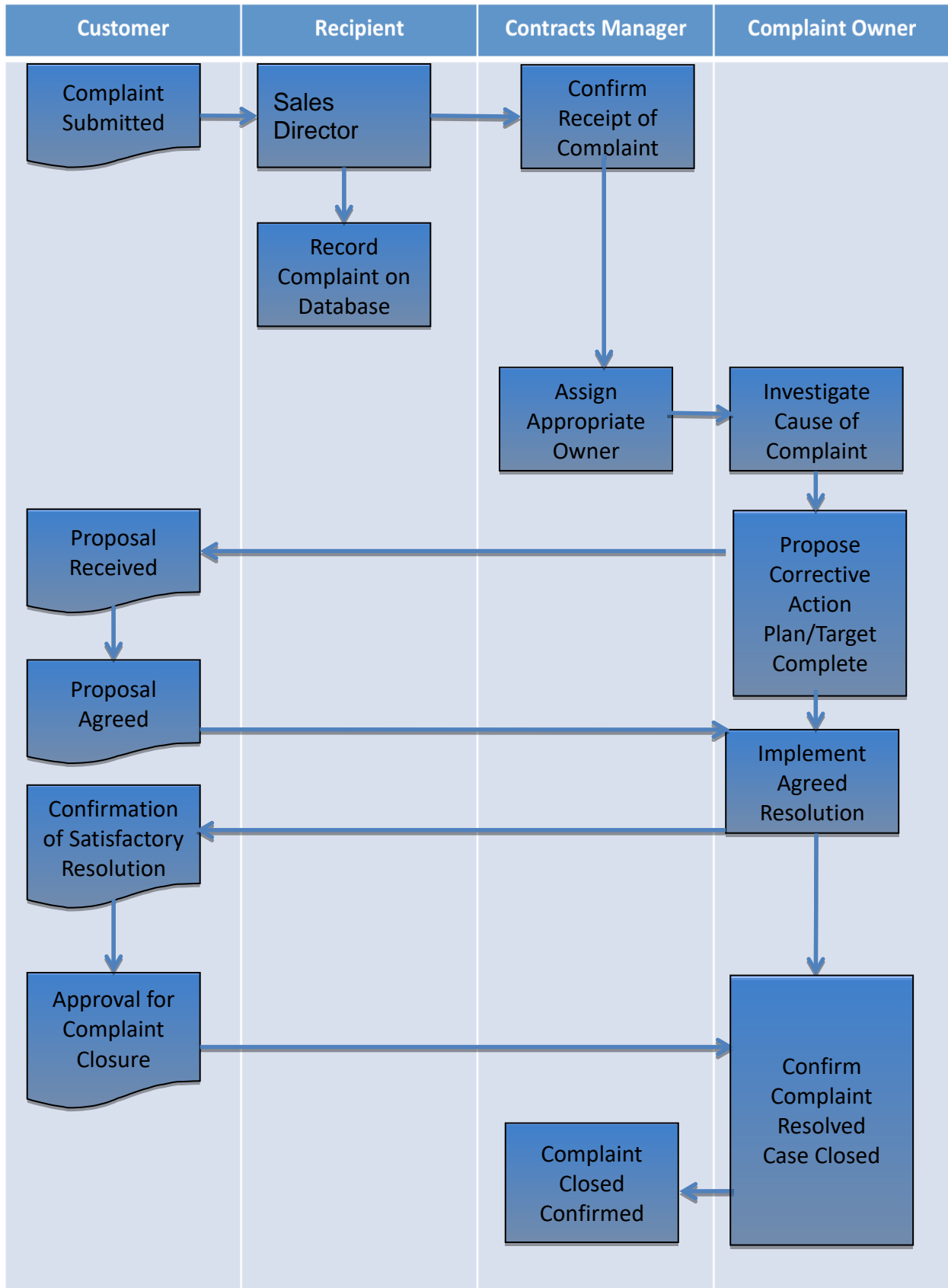
Signed:

Name: **Paul Levinson**

Title: MANAGING DIRECTOR

Date: January 2024

Next Review Date: January 2025



APPENDIX 1 – ISGL WORKFORCE CODE OF CONDUCT

AIM AND SCOPE OF OUR CODE OF CONDUCT*

The purpose of this document is to ensure that all customers, clients and end users of our uniform and work wear services are confident of the business processes, performance and behaviour standards expected of the company and all the employees.

In addition, the aim is to specify the conduct and behaviour expected of the Company's employees whilst on our premises and on the property of our clients. The Policy covers all employees regardless of position or status within the Company. The Code of Conduct covers three principal areas of professional and personal conduct in terms of adherence to the :

1. standards, policies, and procedures set out by the Company.
2. rules, regulations, policies and procedures of customers and clients.
3. personal conduct and behaviour expected by customers and clients.

The Code of Conduct* (Appendix 1) and the description of our culture and working practices seek to ensure our reputation with all our customers and procuring authorities remains very high. Our uniform and clothing supply services will be delivered by committed individuals and a well-motivated workforce. In return, we pledge that we will ensure the customer and end users expectations are fully met. Therefore, ISGL expects all staff to comply with the Terms and Conditions of their Employment Contract, the content of the Employee Handbook and the expectations stated at their Induction.

THE ISGL CODE OF CONDUCT

All employees are required to adhere to the specific standards, policies, and procedures of the Company. Failure to comply with any of these requirements may be deemed "gross misconduct" and could result in disciplinary action. They are as follows: -

- Improper behaviour to customers or other members of staff, including any breach of dignity related duties.
- Failure to follow the Company's Health and Safety Policy and use appropriate PPE
- Sexual or racial harassment and any form of victimisation
- Conduct which is likely to bring the Company into disrepute / serious disrepute.
- Failure to carry out the reasonable instructions of any manager or supervisor.
- Unacceptable personal behaviour or standards e.g. alcohol intoxication at work.
- Theft or act of dishonesty and acceptance of unauthorised gifts and hospitality.
- Misappropriation of Company resources; unauthorised use of company vehicles
- Unauthorised disclosure of confidential information and breach of IT security.
- Failure to comply with the equality duties of the company.
- Improper use of Company Vehicle and unacceptable standards of driving
- Misuse of information technology equipment or data, including passwords.
- Malicious damage to Company property.
- Possession or use of non-prescribed drugs or substances.