



Fodder Complaints Policy

Introduction

Fodder is committed to providing excellent customer service and maintaining great customer relationships at all levels from the CEO down. Whilst Fodder works hard to avoid complaints, Fodder has a complaints policy to ensure all complaints are handled as efficiently and as effectively as possible.

As a customer of Fodder you are entitled to make a complaint to the organisation. The following outlines our policy and procedures for the handling of verbal and written complaints.

What is a complaint?

An expression of dissatisfaction by one or more people about the standard of service provided or product supplied by Fodder.

Summary

Fodder puts customer needs at the very heart of the way it develops and enhances its offer. Customer feedback is part of its ongoing consultation process which it uses to learn and continually improve its offer. With regards to any complaints Fodder wants to resolve these as soon as possible. Fodder will do its best to address any problems you may have regarding our services or products.

Our Responsibilities

- To provide an efficient, fair and structured mechanism for handling complaints
- To provide Fodder customers with access to the complaints handling process, including those customers with disabilities and special needs
- To keep customers informed as to the progress of their complaint and the expected timeframe for resolution
- Review all our complaints so that Fodder can improve its standard of customer service.

How to make a complaint

You can make a complaint in the following ways

- If you want to make a complaint over the phone you can get in touch with our team on 01423 546111
- You can email us at enquiries@fodder.co.uk
- You can write a letter to us at the following address:
Fodder, Great Yorkshire Showground, Harrogate HG2 8NZ



Handling Your Complaint

- Upon receiving a complaint we will acknowledge your matter via telephone or in writing within 3 business days.
- Where your complaint is urgent Fodder will prioritise your complaint and attempt to resolve it within 2 business days.
- Fodder will keep you informed of the progress of your complaint, proposed actions and the expected timeframe for resolution.
- Fodder's aim is to resolve complaints in a timely manner and Fodder will generally resolve a matter within 30 calendar days.
- Complex complaints may take longer than 30 calendar days to resolve. In these cases we will regularly update you on the progress and likely timeframe for resolution.
- Fodder will advise you of the outcome of the complaint and where you have requested Fodder to do so, Fodder will advise you in writing.
- Fodder may impose a charge for handling your complaint in special circumstances. For example, Fodder may charge you a fee where your complaint requires Fodder to retrieve archived records that are more than 24 months old.
- Making a complaint should normally be free. If Fodder thinks your complaint requires a charge, Fodder will not impose one without discussion with you. If your complaint is upheld in your favour, and Fodder have charged you complaint handling fees, Fodder will refund you the full amount of the fees charged within 30 days.