

COMPLAINTS POLICY

POLICY STATEMENT

Sangfroid Group (SFG) views complaints as an opportunity to learn, review internal processes and make adjustments and improvements as well as providing the chance to put things right for the person/organization from which the complaint was received.

SFG's policy is;

- To provide a complaints procedure that is fair
- To provide a complaints procedure that is easy for anyone wishing to make a complaint to use
- To make everyone at SFG knows what to do should a complaint be received
- To ensure all complaints are investigated in a fair and timely manner
- To ensure that all complaints are, where possible, resolved and actions completed to repair relationships
- To implement, where applicable, preventative actions to prevent reoccurrence of complaints
- To protect complainants from retribution

SCOPE

A complaint may come from any organisation or individual that has a legitimate interest in SFG and may include clients, partners, prospects, our supply chain or members of the public.

The complaint may be received verbally, by phone, by email, web form or in writing. For the purpose of this policy "Customer Services" refers to the SFG staff who deal with customers (as opposed to a company department).

This policy does not cover complaints from staff who should use SFG's Grievance and Policy.

RESPONSIBILITIES

All complaint information will be logged internally and handled sensitively, with only those involved being kept informed, all data protection requirements will be followed.

All complainants will be dealt with in a respectful manner and should not be concerned with regards to any consequences of making a complaint. SFG will not disadvantage the complainant in any way or withdraw services due to the receipt of a complaint.

REVIEW AND COMMUNICATION

We will continually review this policy to ensure it reflects the needs of our business.



Harry Hayes
Chief Operating Officer

22 August 2025