

# Customer Complaint Policy Statement

**Cetix views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person or organisation that has made the complaint. Our policy is:**

- To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint.
- To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint.
- To make sure everyone at Cetix knows what to do if a complaint is received.
- To make sure all complaints are investigated fairly and in a timely fashion.
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired.
- To gather information which helps us to improve what we do.

## **Definition of a Complaint:**

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of Cetix.

## **Where Complaints come from:**

Any person or organisation who has a legitimate interest in the company. A complaint can be received verbally, by phone, by email or social media or in writing.

*This policy does not include staff, who should use the Cetix Discipline and Grievance Policy.*

## **CONFIDENTIALITY**

All complaint information will be handled sensitively, telling only those who need to know while abiding by relevant data protection requirements.

## **RESPONSIBILITY**

Overall responsibility for this policy and its implementation lies with the CEO.

## **REVIEW**

This policy is reviewed annually and updated as required.

Cetix Limited Signed:



Name: P Deehan  
Position: CEO

Dated: 06/01/2026