

# Service complaint policy:

## How to raise a complaint if you are dissatisfied with our service

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### Purpose of policy

Cannaextrades aims to provide a high quality and consistent service to all our customers. However, we recognise that there will be occasions when people or organisations are not satisfied with the service we provide.

This policy will:

- set out the principles of our approach to responding to service complaints;
- and
- support the process for responding to service complaints.

### Policy aims

Cannaextrades aims to address issues quickly and informally, without the need to make a formal complaint. If a customer remains dissatisfied with the actions we take and wishes to complain formally, we will aim to:

- make the complaint process easy and accessible where possible;
- deal with all complaints efficiently and courteously;
- provide a simple procedure and keep the customer updated; and
- provide a clear explanation and response within set time-limits.

### Policy statement

The ICO is committed to providing a professional, fair and courteous service to the public. A key component of this is to promptly investigate and deal with complaints about its services with the view to resolving and learning from complaints.

Dealing with complaints effectively and efficiently is important to Cannaextrades, as is our commitment to service excellence and improvement.

At all stages of the complaint process, Cannaextrades looks to contact the customer by their preferred method of contact to understand the reasons for the complaint and agree a way forward.

### What is covered by the policy?

This policy applies to complaints submitted to Cannaextrades. For the purpose of this policy, we define a service complaint as “an expression of dissatisfaction about the service provided by Cannaextrades or about the professional conduct of Cannaextrades staff, or both.”

The types of service complaints that we can consider are:

- poor service by the Cannaextrades;
- behaviour of Cannaextrades staff; and
- failure to follow Cannaextrades policy or procedure.

## What isn't covered by the policy

For example, disagreements with the outcome reached following a data protection complaint referral are not treated as service complaints. These are reviewed by management and follow a different process, (please refer to our GDPR section on our website).

This policy would not normally cover service complaints we receive beyond three months of an issue being identified. This is because waiting longer than that could affect our ability to look into your complaint about our service.

## Equality

Cannaextrades is committed to treating everyone fairly when dealing with complaints. In line with our obligations under the Equality Act 2010, we will not discriminate against or treat anyone less favourably on the grounds of:

- race;
- age;
- nationality;
- ethnicity;
- religious belief or non-belief;
- disability;
- gender;
- gender identity;
- sexual orientation; or
- marital status.

In addition to the protected characteristics above, Cannaextrades recognises the additional protected characteristics listed below.

- political opinion;
- those with dependents; and
- those without dependents.

## Principles

You can expect us to treat you with courtesy, respect and fairness at all times. We expect that you will treat our staff with the same courtesy, respect and fairness.

You should clearly state what the issues or concerns are that you would like Cannaextrades to address and specify what resolution you are seeking. Where possible, all Cannaextrades staff endeavour to resolve complaints to your satisfaction informally at the first point of contact.

We invite anyone who remains dissatisfied with any informal resolution from our front-line staff or managers to formalise their complaint in writing.

To provide a fair and impartial complaint handling service, this policy provides an internal escalation route. This is to ensure that the earlier handling of the complaint is looked at “with fresh eyes”. It also determines if the findings and resolution are fair, proportionate and reasonable.

Cannaextrades endeavours to respond to complaints using your preferred mode of communication. Where this isn’t specified, Cannaextrades would usually respond using the same method of communication used to raise the complaint.

## Internal service complaint review process

### Service review

We will acknowledge a service complaint within 14 calendar days and in most cases we will aim to respond fully within 30 calendar days.

Where the complaint is complex, unclear and/or multiple issues have been raised, we may ask the complainant to agree the scope of the complaint. Upon receipt of an agreed complaint statement, we will respond to the service complaint within 30 calendar days. Complex complaints may take longer to investigate.

If we cannot issue a response within 30 calendar days, we will provide regular updates and a target date by which we aim to issue the response. Unless there are legitimate reasons to extend the investigation period for complex cases, a response for complex cases should be issued within six weeks.

### Assurance review

Upon escalation from the Service review stage, a director will clarify with the complainant which aspects of the complaint they remain dissatisfied with.

The director will endeavour to resolve any outstanding issues to the complainant's satisfaction.

We will aim to issue a final response within 30 calendar days.

### Further information

At all levels of complaint-handling, Cannaextrades ensures that lessons are learned, and any recommendations made are followed up on to minimise the risk of similar complaints. To make a complaint, please complete our online contact form, alternatively please use the contact information below by way of email or written letter.

### Making a complaint

#### Our contact details are:

Cannaextrades

203 West St,

Fareham,

Hampshire

PO16 0EN

United Kingdom.

Tel: + 44 (0) 7799 11 22 33

Email: [trades@cannaextrades.com](mailto:trades@cannaextrades.com)