



Complaint Policy

1. Purpose

The purpose of this policy is to provide a consistent, fair and equitable customer complaint resolution process, and to provide guidance about how Food Hub Limited (“Food Hub” or the “Company”) receives and manages complaints.

The objective of this policy is to ensure:

- Complainants are aware of our complaint registering and handling processes and the timeframes involved.
- Complainants understand our complaints process.
- Food Hub investigate complaints impartially with a balanced view of all information or evidence available.
- Food Hub consider a complaint on its merits considering individual circumstances and needs; and
- Food Hub reach a decision and a conclusion to the complaint, using all the available information or evidence necessary and communicate this to the complainant.

2. Scope

Our complaints policy applies to all complaints received from members of the public or merchants.

3. Policy elements

Complaints can provide a valuable source of information, assisting us to understand where areas of improvement or development exist. It is therefore important we encourage people to contact us when they have a problem with our services, actions or decisions.

The Company is committed to:

- Enabling the people we deal with to make a complaint if they feel there is a problem;
- Responding quickly by taking appropriate action to resolve a complaint;
- Learning from the complaints how to improve our business; and
- Treating every complaint on its individual merits, using clear and consistent processes.

In order to achieve this, our complaints process must be transparent, accessible, inclusive and responsive. This policy therefore aims to:

- Define what is considered a complaint;
- Ensure complaints are managed fairly and objectively;
- Provide an open and transparent complaint management system;
- Establish timeframes for resolving complaints;
- Clarify our roles and responsibilities with complaints;
- Ensure outcomes from the complaints we receive inform us of continuous improvement opportunities; and

- Ensure we manage, correctly, the complainant's experience when dealing with their complaint.

4. Complaint Process

a. Complaint - Definition

For the purposes of this policy the Company's definition of a complaint is an expression of dissatisfaction made by a person towards the level of service, actions, decisions and / or policies that has been applied by the Company.

The expression of dissatisfaction does not need to be made formally in writing and can be received verbally or electronically (email, internet, social media) to an employee of the Company or to the Company directly.

The two main criteria for this complaint policy to be invoked is the person must be dissatisfied with us and they must have made this dissatisfaction known to an employee or to the Company.

b. Complaint - Registering

If a complainant is dissatisfied with the service provided by us, they should in the first instance speak directly with an employee, preferably the person they have been dealing with, to see if the matter can be resolved quickly.

As a Company, we will always try and resolve any issues at the outset of a problem becoming apparent, to ensure the complainant suffers the least inconvenience possible.

If the complainant feels uncomfortable with this or consider the relevant employee is unable to address their concerns, they can lodge a complaint with us in one of the following ways:

- By telephoning us and speaking to an employee (01782 444282).
- By writing to us at our UK office address (55a Duke Street, Stoke on Trent ST4 3NR).
- By emailing us directly (Complaints@Foodhub.com).
- In person by speaking to any of our sales staff.

If we receive a complaint verbally and we consider it appropriate, we may ask the complaint to be submitted in writing for clarity and further review purposes.

In addition, to help us investigate a complaint quickly and efficiently we will ask the complainant for the following information to be provided:

- Name and contact details.
- The name of the employee they have been dealing with.
- The nature of their complaint.
- Details of any other parties involved with the complaint.
- Details of any steps that may already have been taken to resolve the complaint.
- Details of any conversations with us that may be relevant to the complaint.
- Copies of any documentation to support the complaint.

The employee receiving or managing the complaint should be able to provide the complainant with any assistance they may need to make their complaint.

c. Complaint - Process

Where possible, the Company will always attempt to resolve a complaint at the first point of contact. If we are unable to resolve the complaint quickly, then we will undertake an investigation and provide you with our findings.

When a complaint cannot be resolved quickly and requires further investigation, our Company will follow a seven point process, which is as follows:

1. **Register:** We will add the complainant's name and contact details to our records, together with the nature of their complaint.
2. **Acknowledge receipt:** We will acknowledge receipt of the complaint within two business days of receiving it.
3. **Assess:** We will undertake an initial review of the complaint to determine what if any additional information or documentation may be required to complete our investigation.
4. **Investigate:** Within 10 business days of receiving a complaint, we will review our records, any supporting documentation available and will investigate the matter both objectively and impartially to reach a decision.
5. **Respond:** Following our investigation we will advise the complainant of our findings and overall decision.
6. **Learn:** Where the investigation identifies areas of deficiency, we will take action and amend our business practices or policies to address this.
7. **Train:** We will provide our employees with any additional training requirements necessary where improvements, gaps or deficiencies are highlighted by the complaint investigations.

In addition to the complainant's details, our register will also record the nature of the complaint, the actions we have taken to resolve the complaint and a summary of any communications made.

We will periodically review the contents of our complaints records to see if there are any trends developing, obvious training requirements or deficiencies in the business.

d. Complaint - Investigations

Our policy is to investigate all complaints, where possible, within 10 working days of them being received and acknowledged. Where this is not possible, we will promptly communicate and agree with the complainant a new timeframe for completing our investigation.

When we are investigating a complaint, we should consider who can conduct the review to demonstrate we are providing as much impartiality and objectivity as possible. Our review will rely on the information provided by the complainant and any relevant information we may already hold in our records.

The information provided by the complainant should be sufficient for us to identify the problem(s), who the key parties involved are, what has been discussed and what are the possible resolution options available.

To avoid jeopardising the rights of a complainant, the Company may decide to cease taking any further action if the complaint is the subject of an investigation by another party, such as a legal, regulatory or governing body. Where appropriate and legally allowable, the Company may assist a third party with their investigations by providing any available information held.

All complaint investigations must be done thoroughly by finding out the facts, speaking with the relevant people and verifying explanations where possible.

A complaint will be automatically escalated if it is directly about the actions of an employee. In that respect, we will treat all complaints of this nature confidentially, impartially and equally (giving equal treatment to all people).

e. Complaint - Conclusions

An unresolved complaint matter can only be concluded once an investigation has been held to consider all relevant information available or the complaint is resolved or withdrawn.

Where an investigation has been completed, the Company will assess the best outcome using the results of this investigation and reach a decision. The decision reached by the Company must be impartial with a balanced view of all information or evidence available, even if it is not favourable for the Company.

Once a final decision has been reached this must be communicated to the complainant promptly, who will either accept or reject this.

The decision communicated by the Company may not, in all cases, be considered acceptable by the complainant and it may not resolve the complaint. In these circumstances, it is important we allow the complainant a further opportunity to provide any additional information or evidence to support their complaint. Any further material should be assessed as information for an additional investigation, in accordance with sections d. and e. of this policy.

Where the complainant cannot provide any additional material or remains unhappy following a decision reached by the Company, then we will consider this as being in a deadlock situation i.e. both parties cannot reach a satisfactory conclusion.

Where a matter is deadlocked, the only option available is for the complainant to engage a third party to review the circumstances and reach a decision. The Company will assist the third party with this process, to the extent it is able to.

f. Complaint – Improvements / Learning

The outcome of our investigations, whether favourable to our Company or not, is a very important part of meeting our objective to ensure we are learning and continually making improvements, where possible.

It is important the Company learns from each complaint, where possible. There are two ways of doing this, if the complaint conclusion highlights an important requirement to train our staff or address issues that have arisen from a deficiency in our process or policy, then we need to address this and resolve immediately.