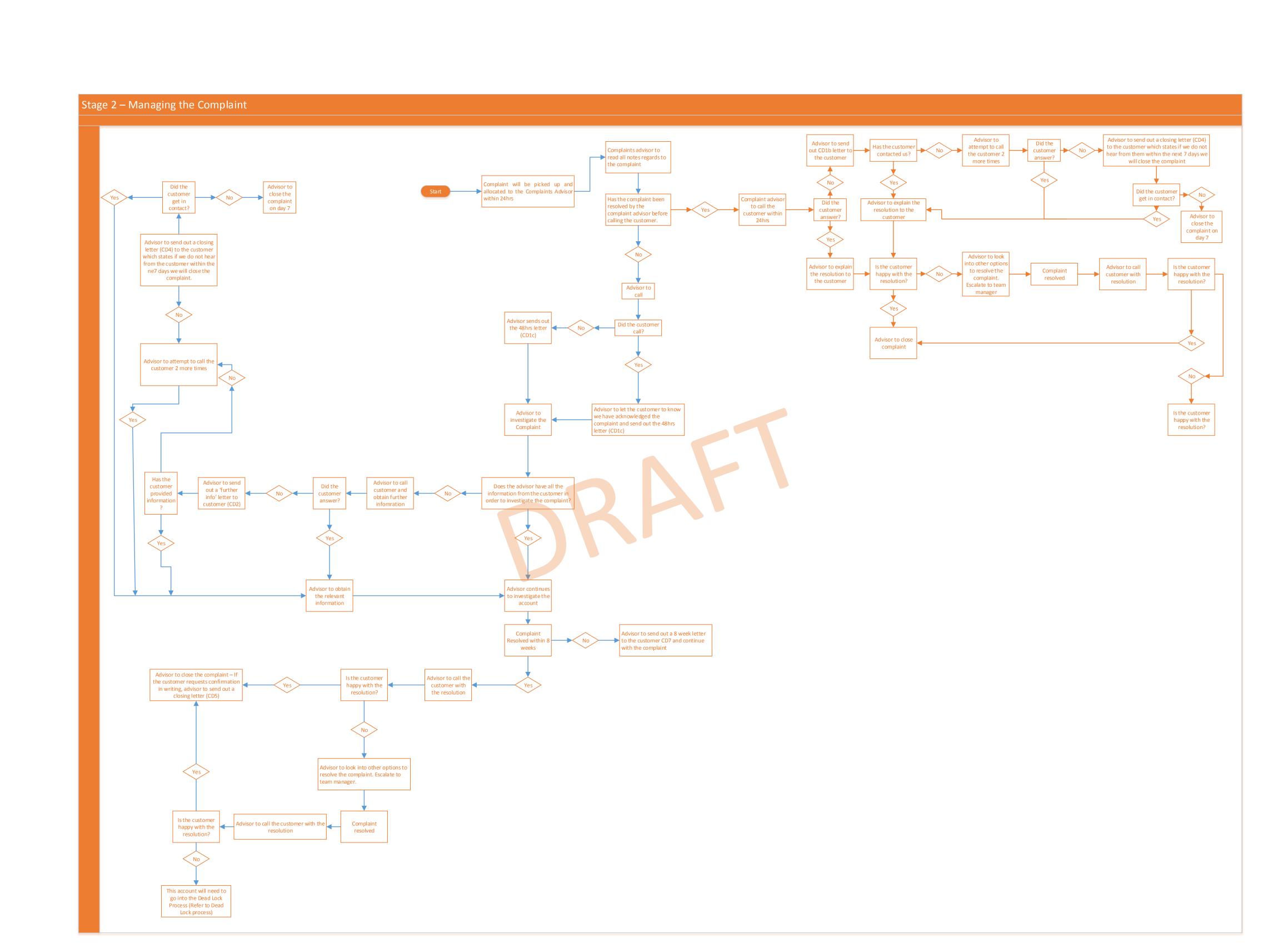
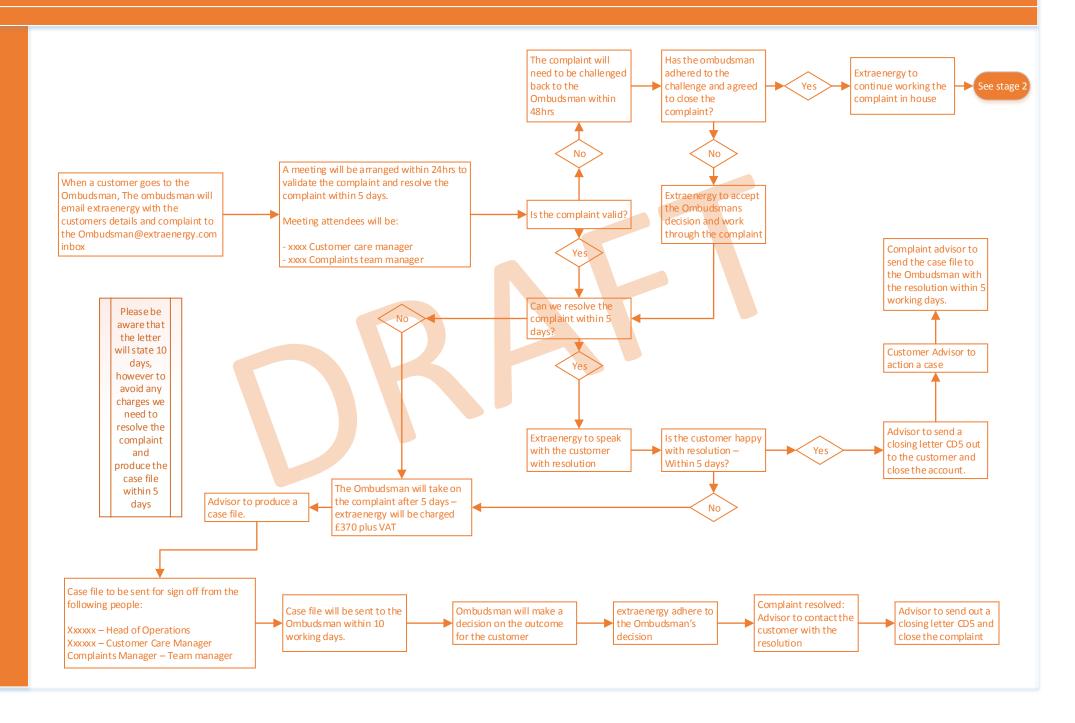
Stage 1 – First Call Resolution

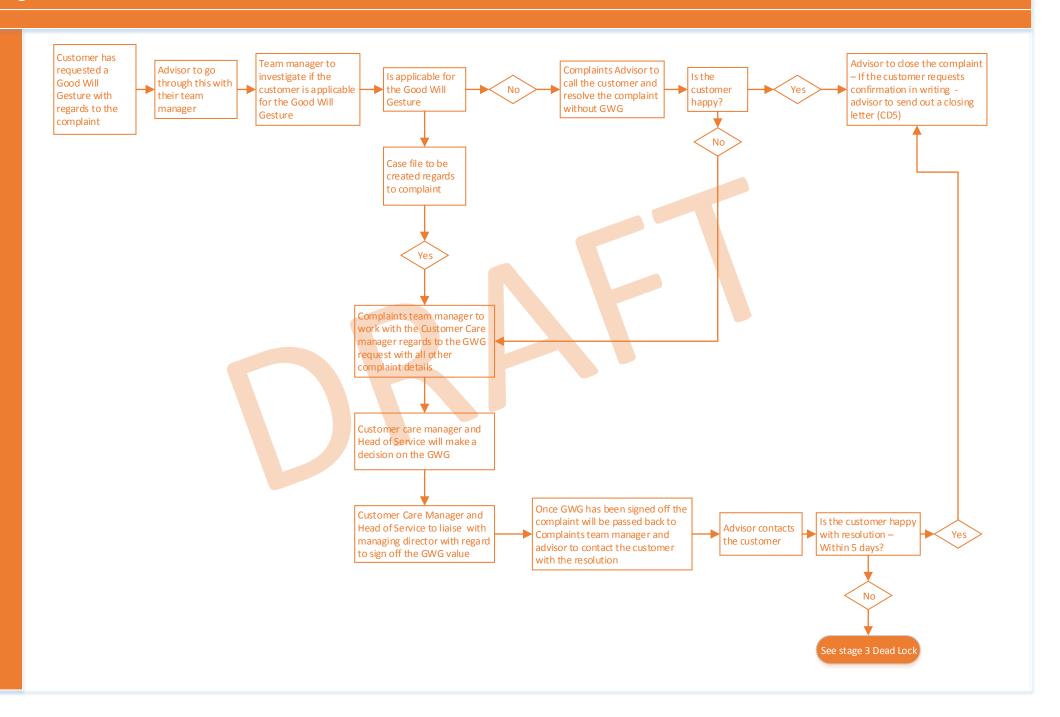
All complaints that are received via letter or email after 5pm will be reported and have the next working day to resolve the complaint within 24hrs Complaint received: Email Customer Service Complaint will need to Complaints team will Telephone Executive to identify if be passed to pass the sales the complaint is a Letter complaints team complaints to sales. sales complaint Query Social No Customer Service Executive log the The Customer Service complaint, the Executive to log the complaint and close complaint and resolve the complaint at 'first the complaint. call resolution' No Customer Service Executive to work their team manager to resolve the complaint Can the Team Advisor then closes Manager resolve the complaint complaint? Complaint to be left open in order for the Complaints team to manage and also send an email to the 'Feedback inbox' Please view stage 2



Stage 3 - Ombudsman

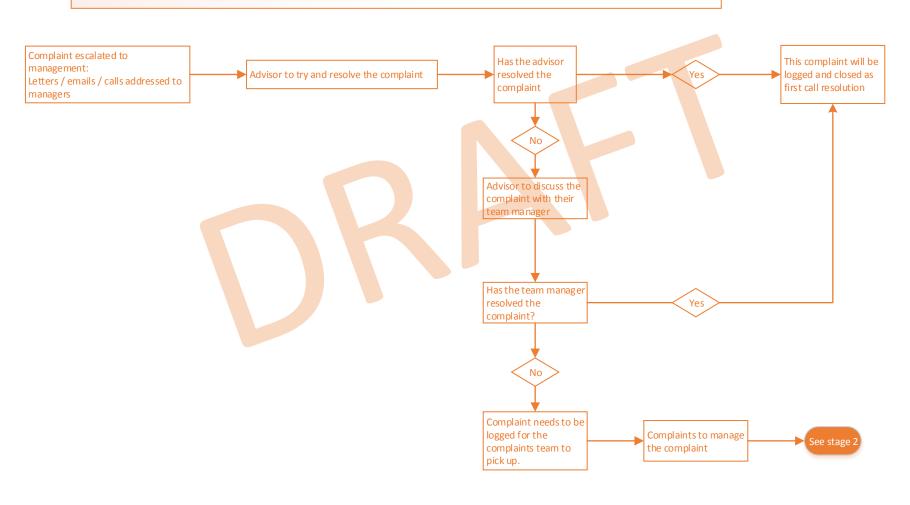


Stage 3 – Good Will Gesture

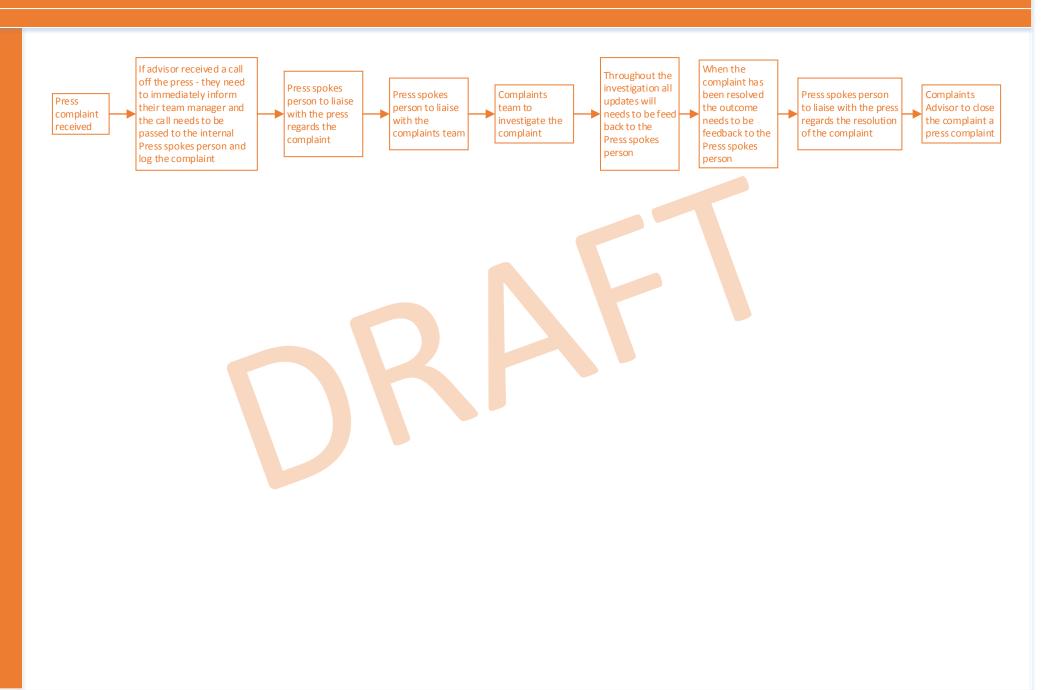


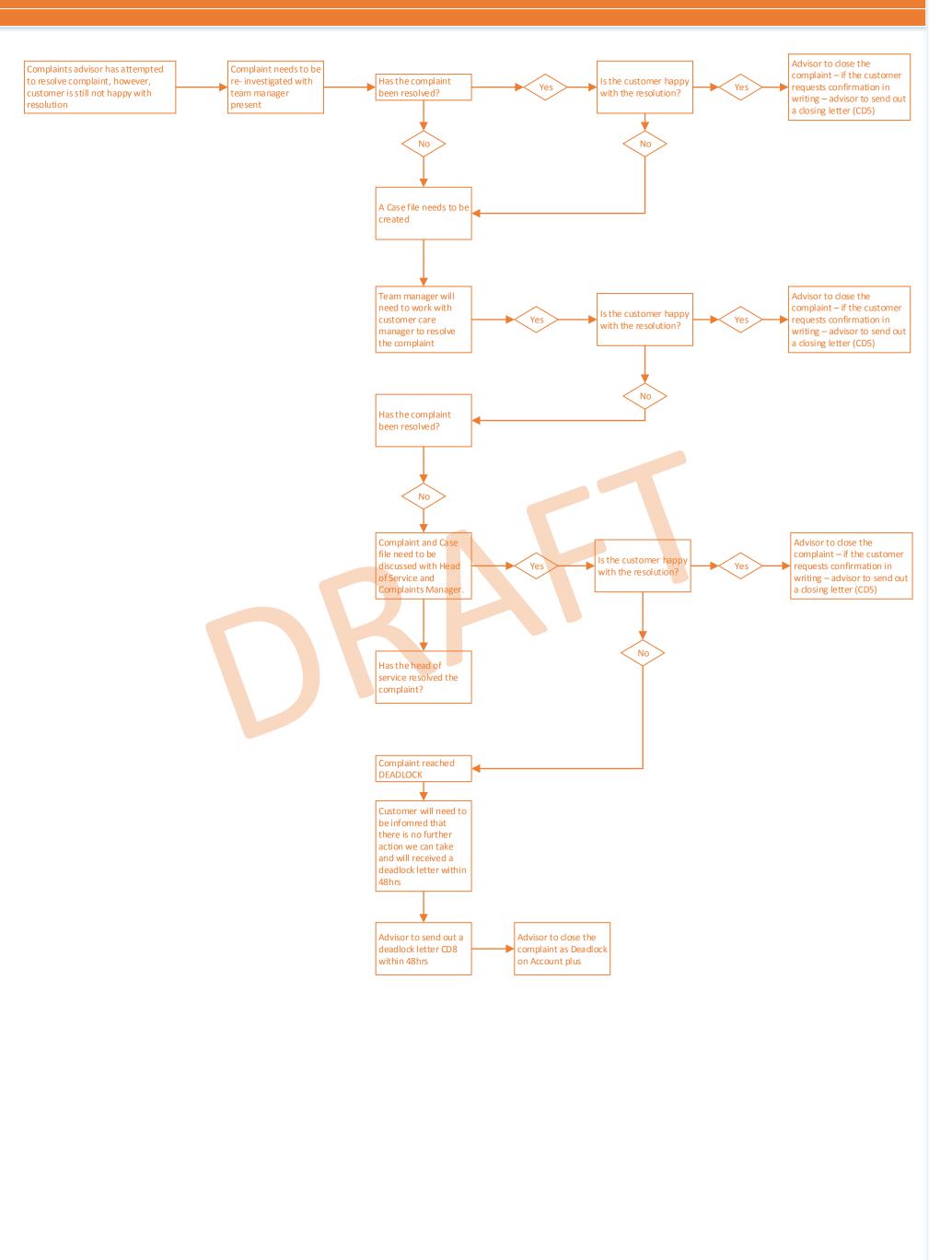
Stage 3 – Escalated to Management

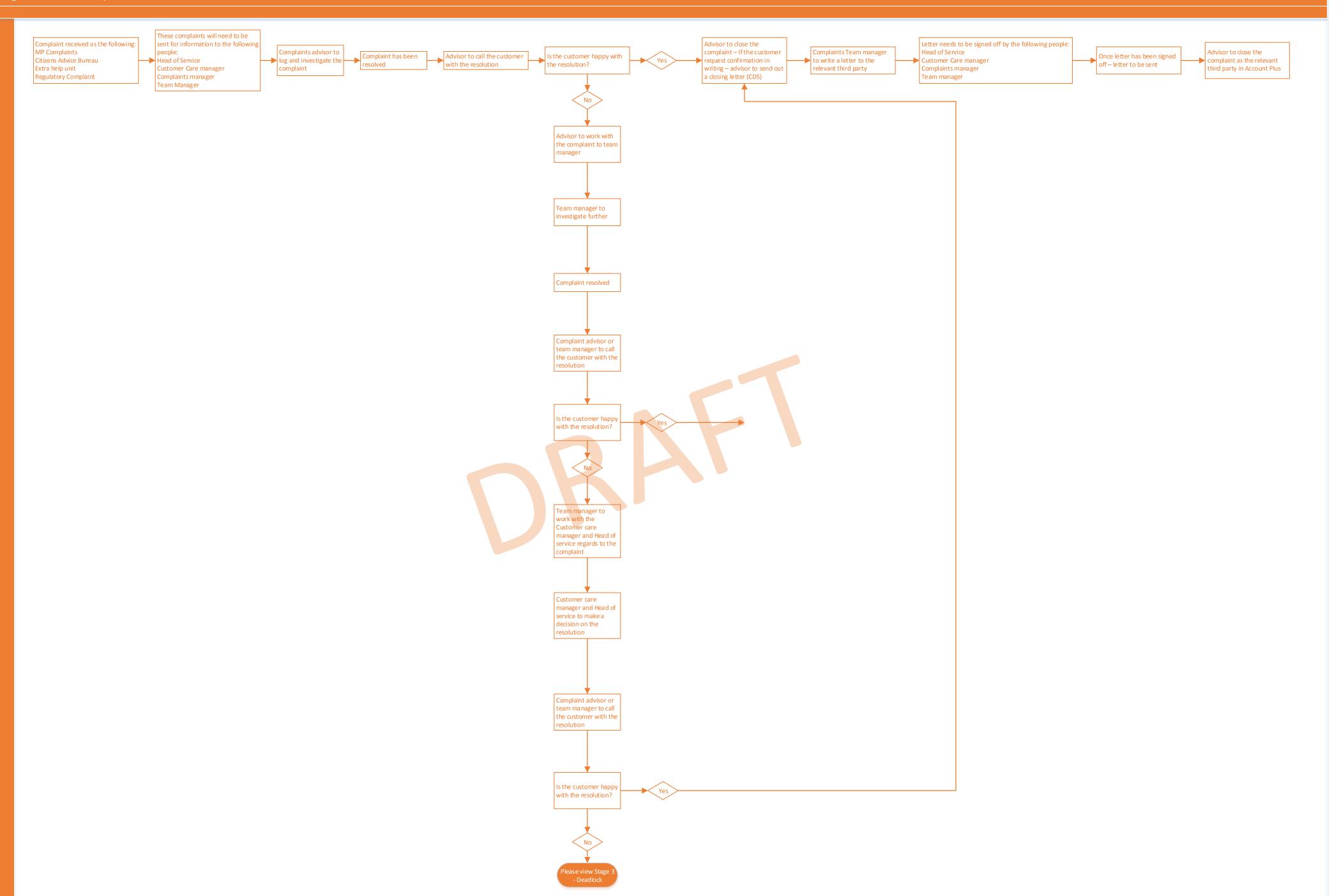
All complaints that are received via letter or email after 5pm will be reported and have the next working day to resolve the complaint within 24hrs



Stage 3 – Press Complaints









CD1a – No Contact, need further information

CD1b – No Contact, Complaint Resolved

CD1c – 48hrs Letter

CD1d – Contacted Customer, Complaint Resolved

CD2 – Need More Information

CD3 – General Chase Letter

D4 – Close Complaint, No Contact

CD5 – Customer Happy with the Resolution – Close Complaint

CD6 - General Holding Letter

CD7 – 8 Week Letter

CD8 – Deadlock Letter