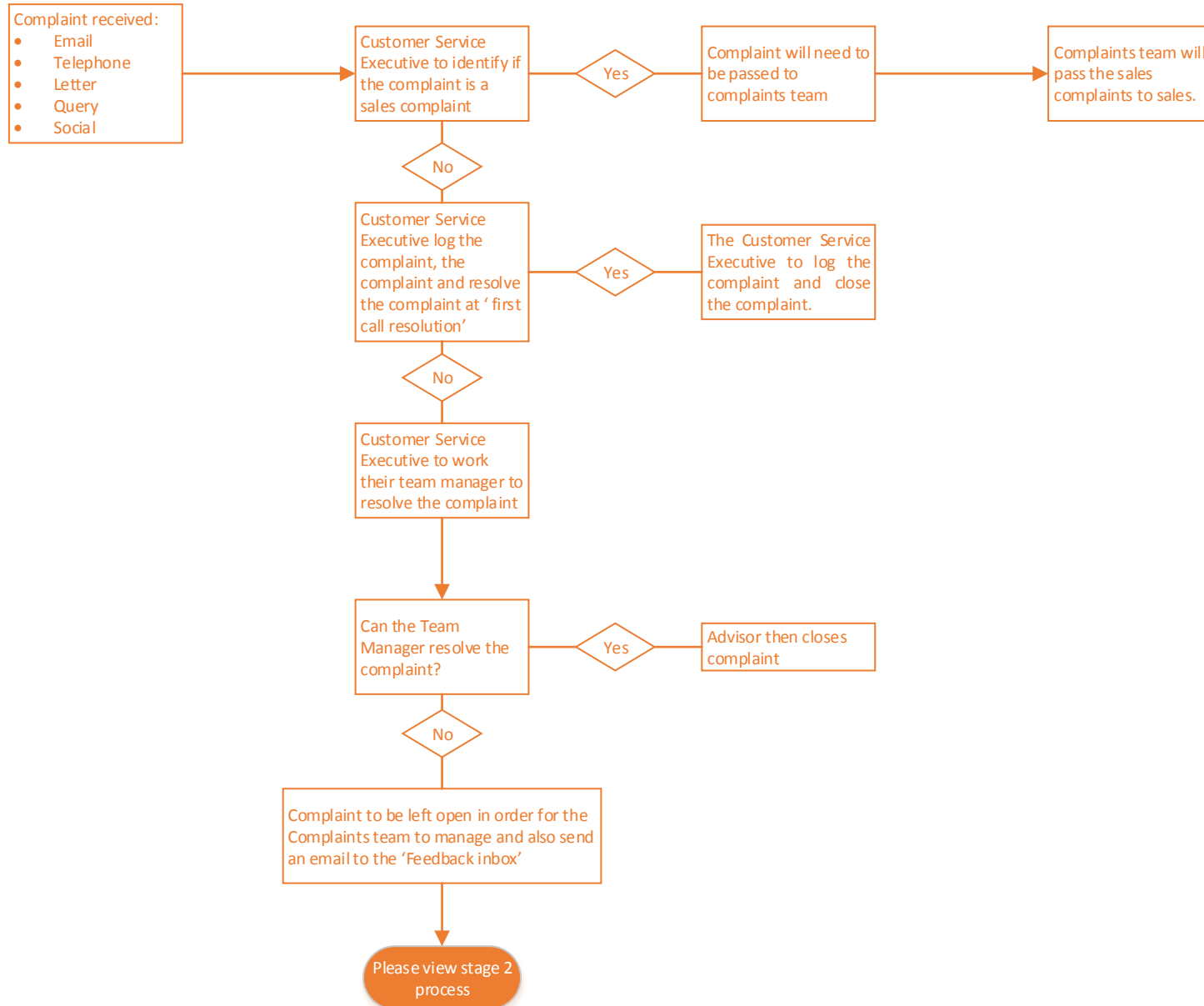
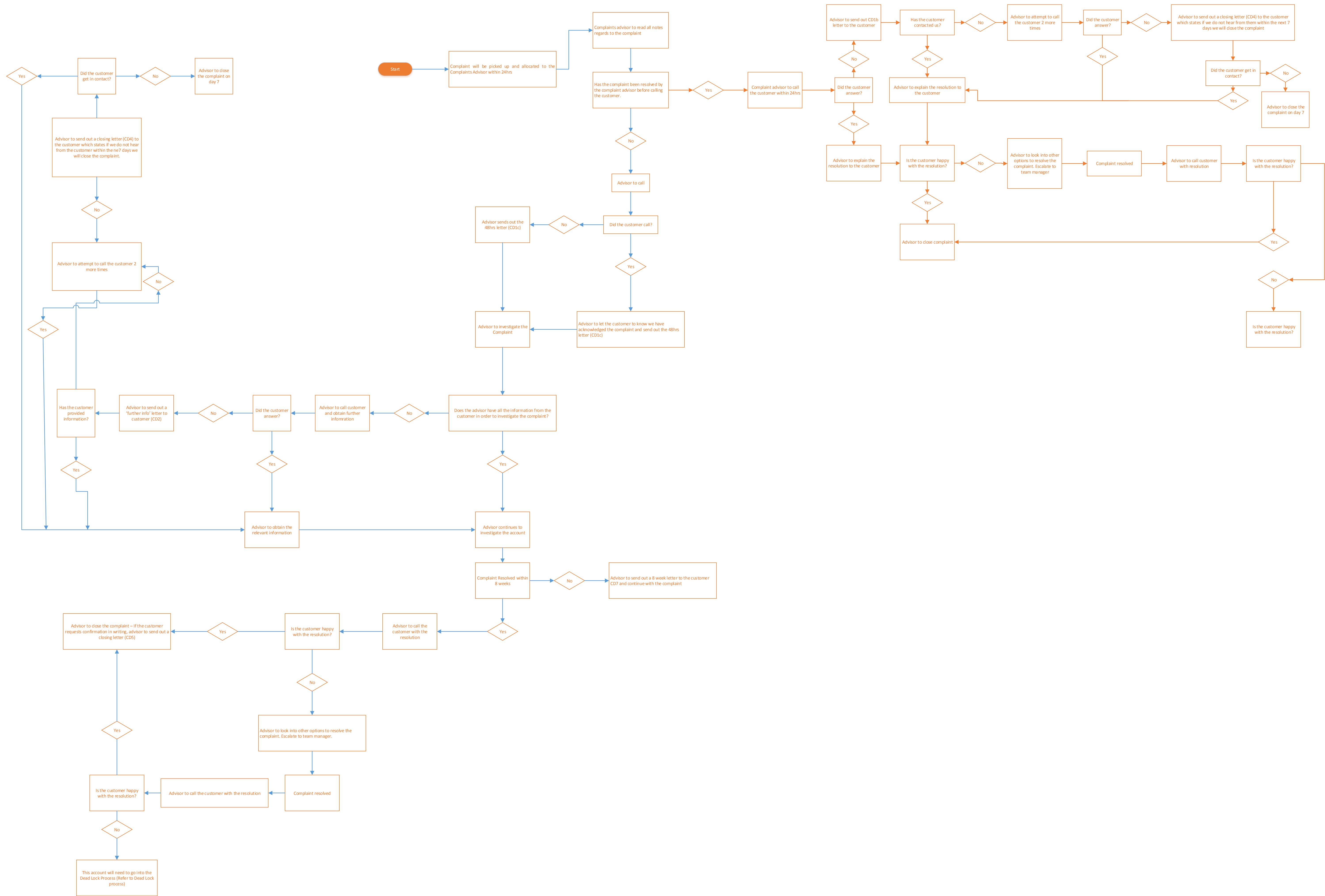


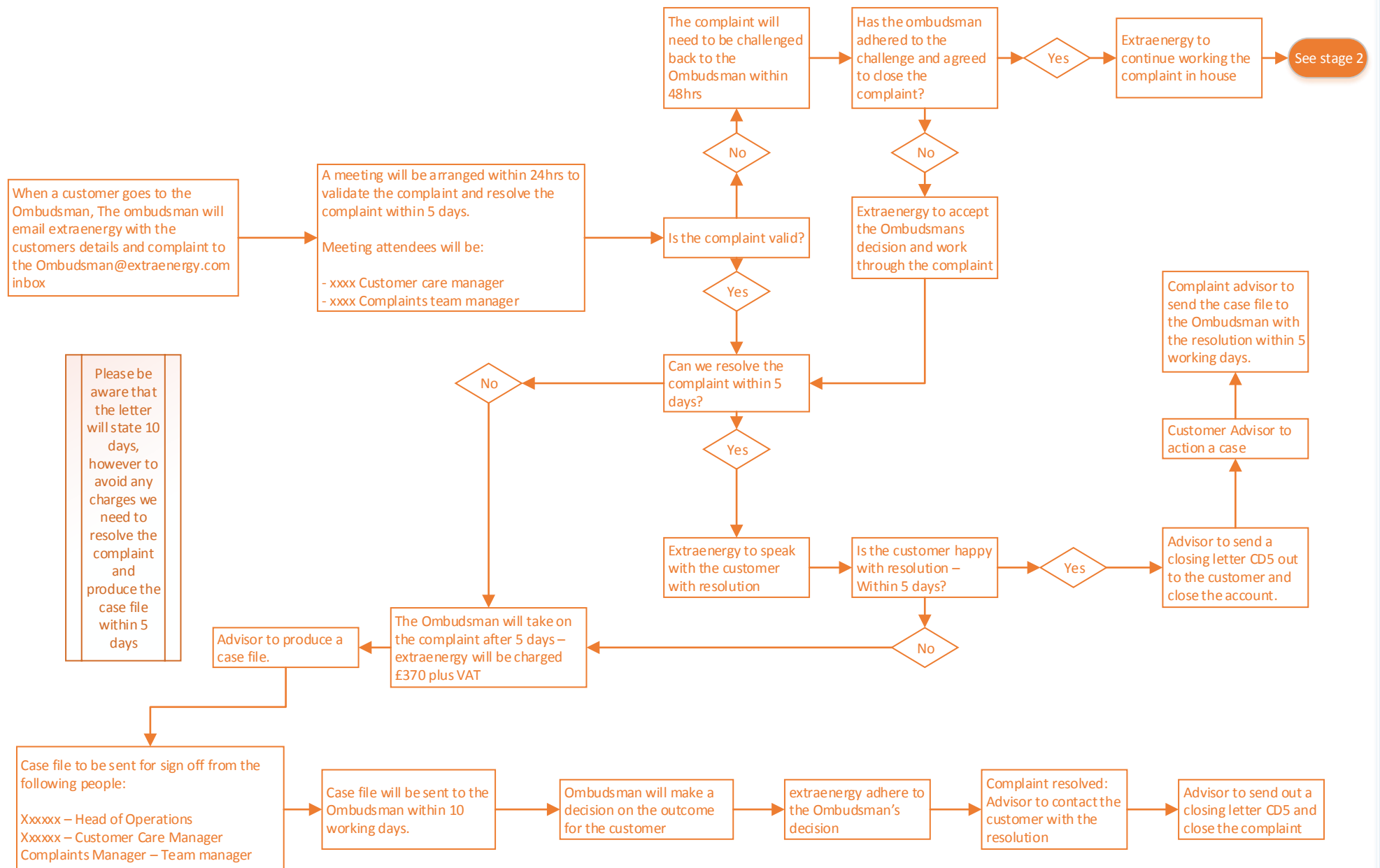
## Stage 1 – First Call Resolution

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

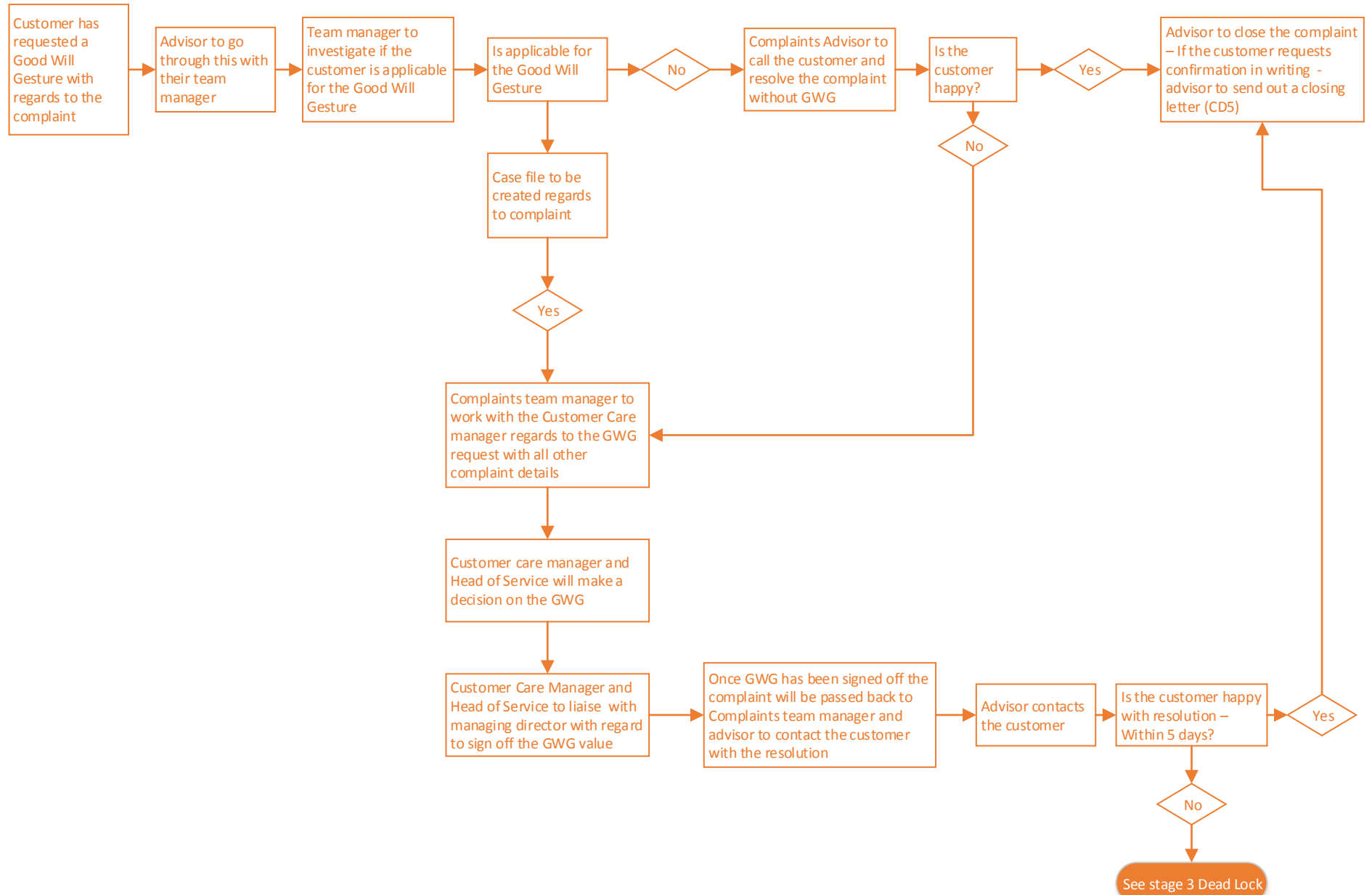




## Stage 3 - Ombudsman

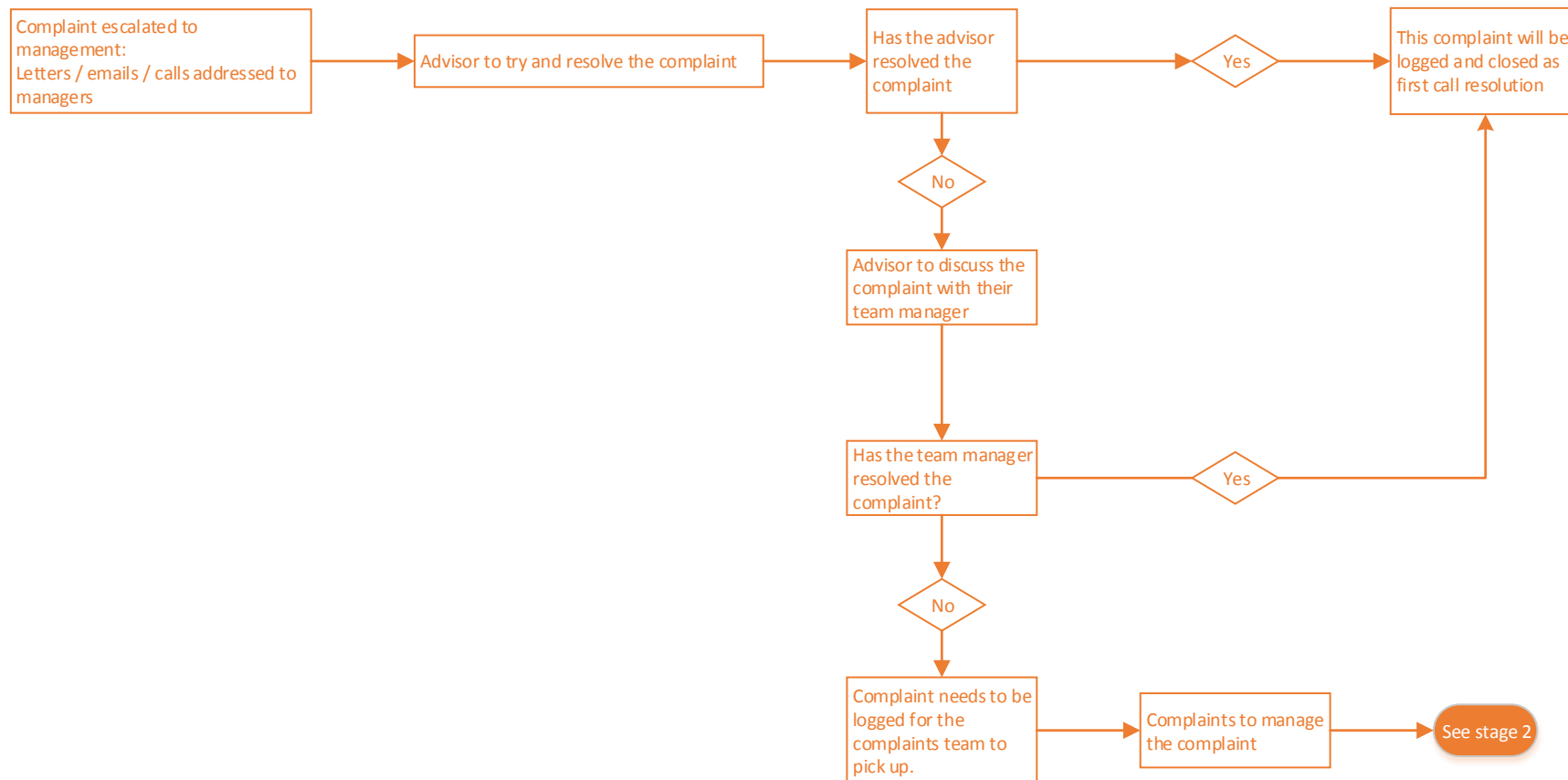


## Stage 3 – Good Will Gesture

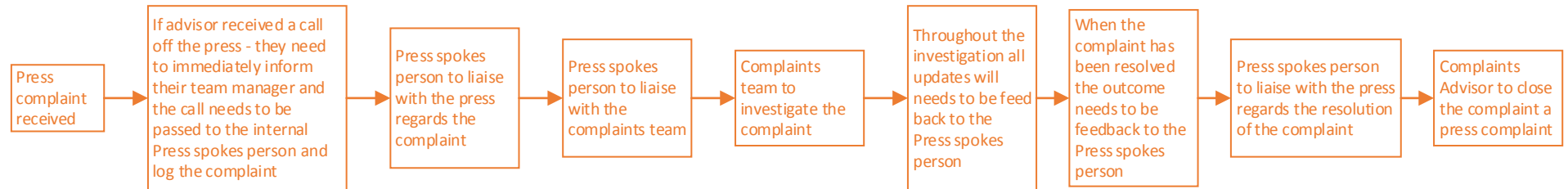


## Stage 3 – Escalated to Management

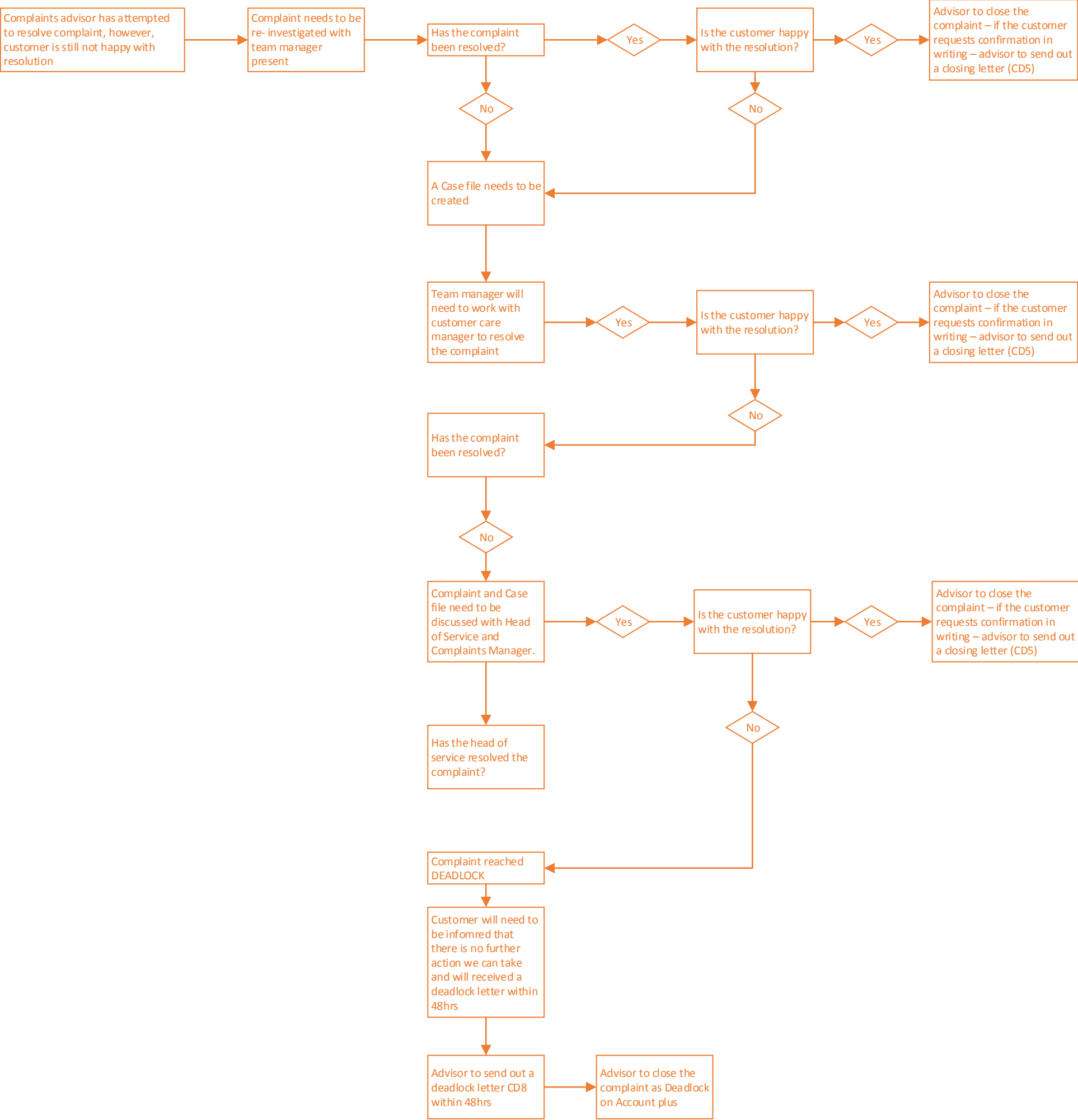
All complaints that are received via letter or email after 5pm will be reported and have the next working day to resolve the complaint within 24hrs



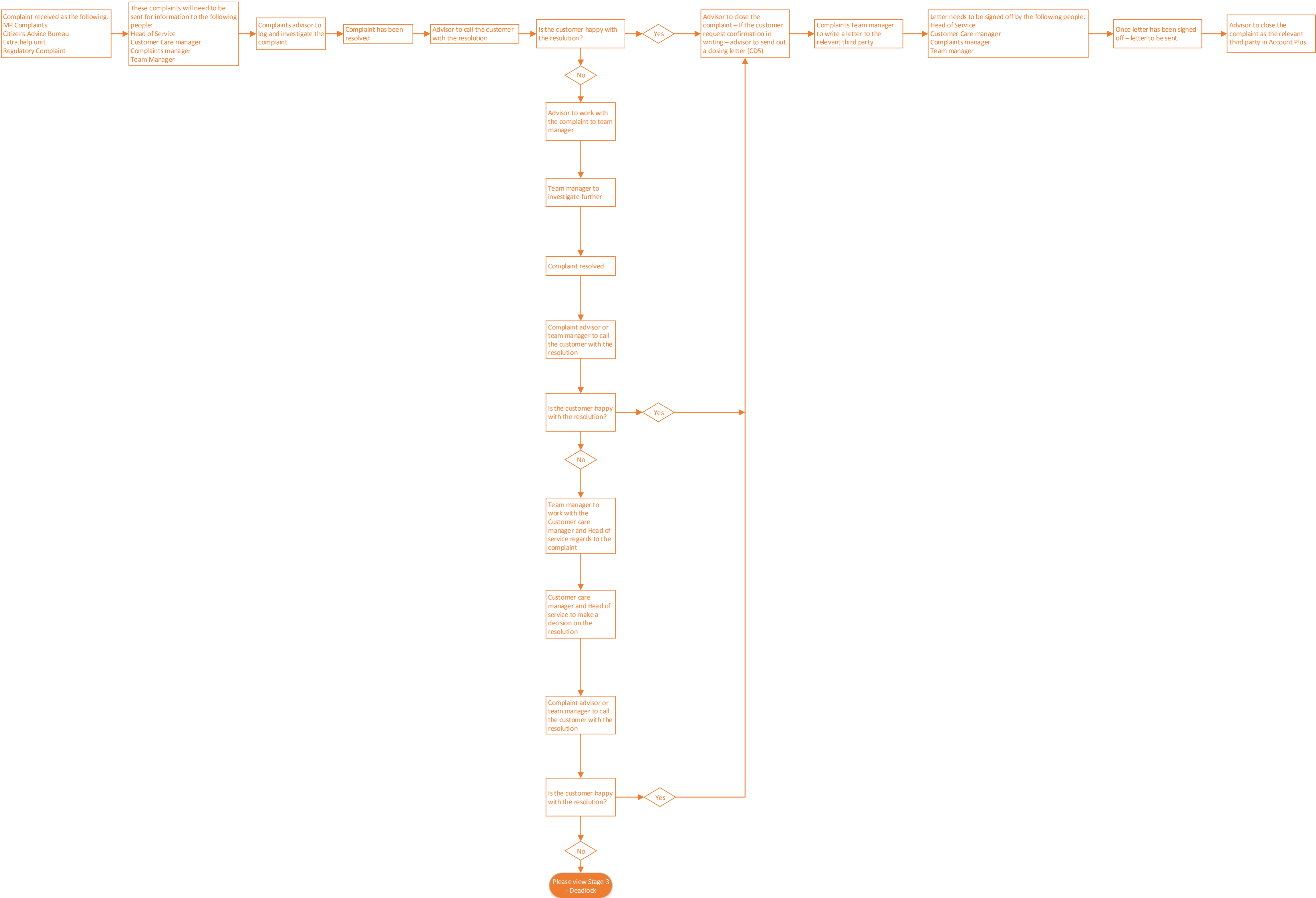
## Stage 3 – Press Complaints



Stage 3 – Deadlock Process



Stage 3 – Third Party





### Letter Codes

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

CD4 – Close Complaint, No Contact

CD5 – Customer Happy with the Resolution – Close Complaint

CD6 – General Holding Letter

CD7 – 8 Week Letter

CD8 – Deadlock Letter