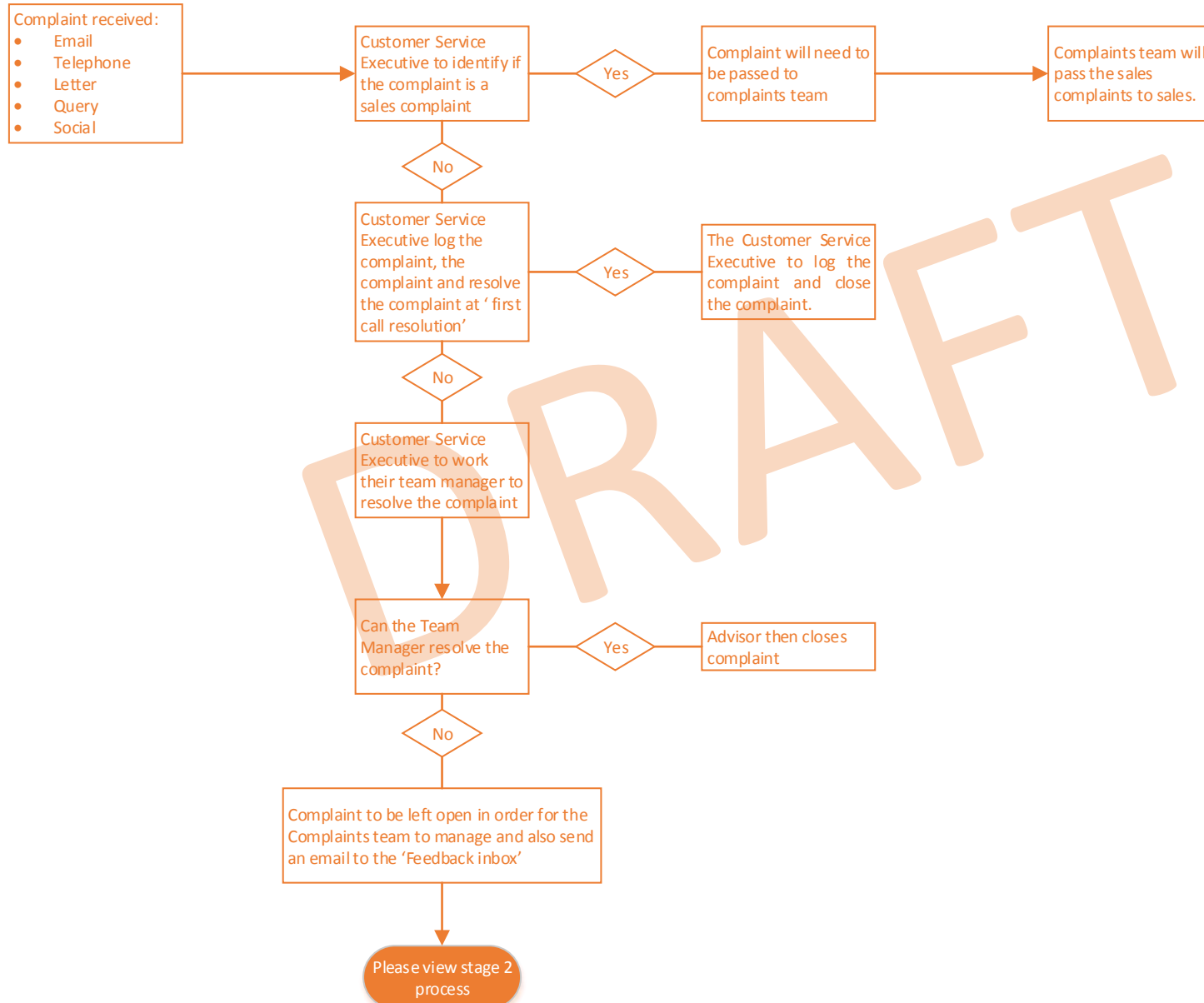
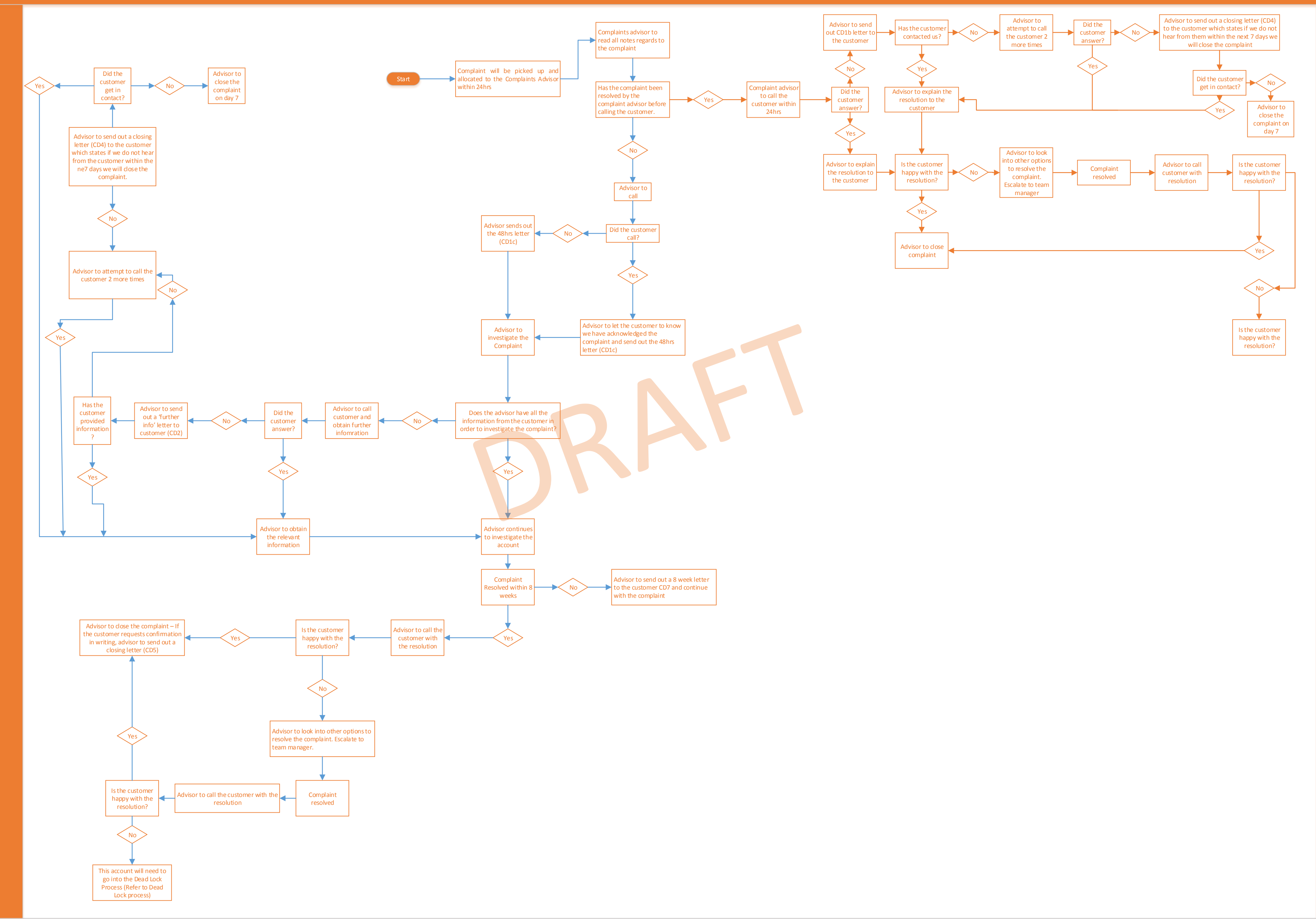


Stage 1 – First Call Resolution

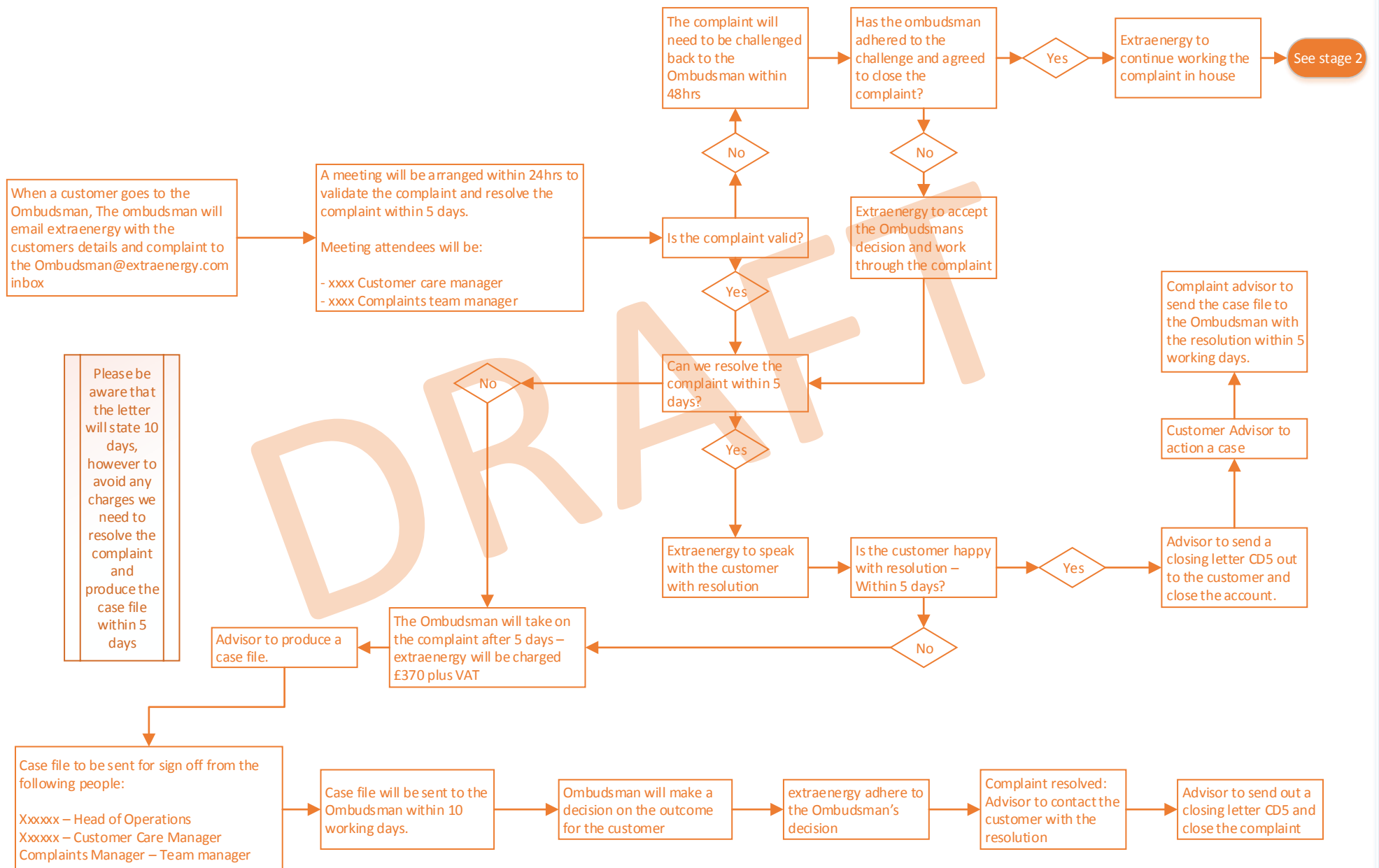
All complaints that are received via letter or email after 5pm will be reported and have the next working day to resolve the complaint within 24hrs



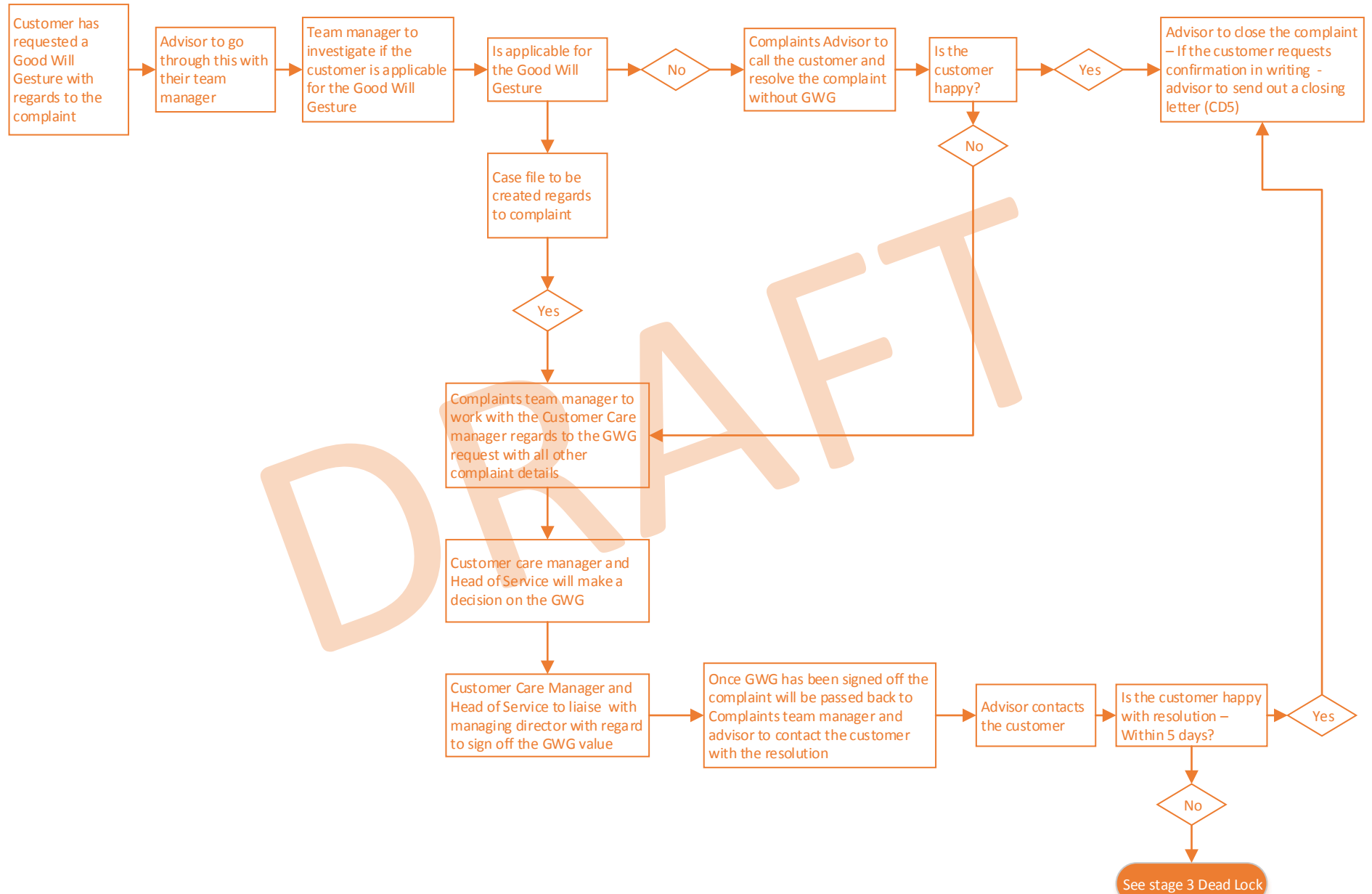
Stage 2 – Managing the Complaint



Stage 3 - Ombudsman

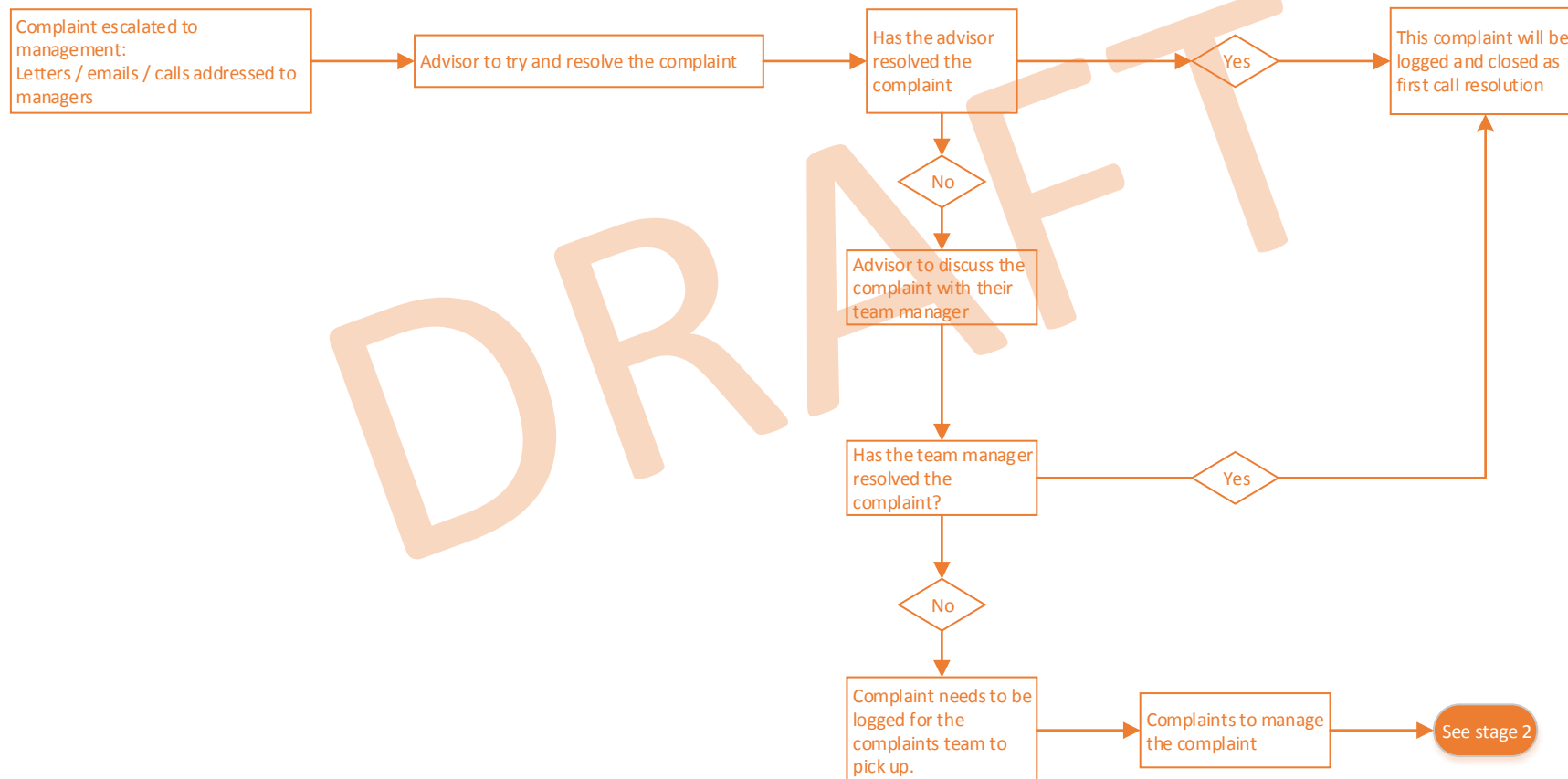


Stage 3 – Good Will Gesture

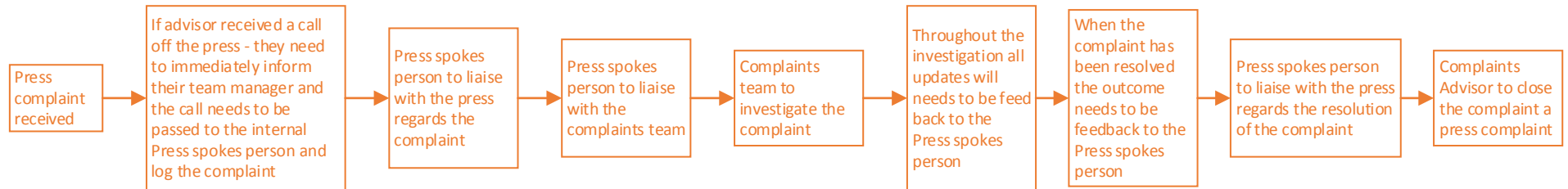


Stage 3 – Escalated to Management

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

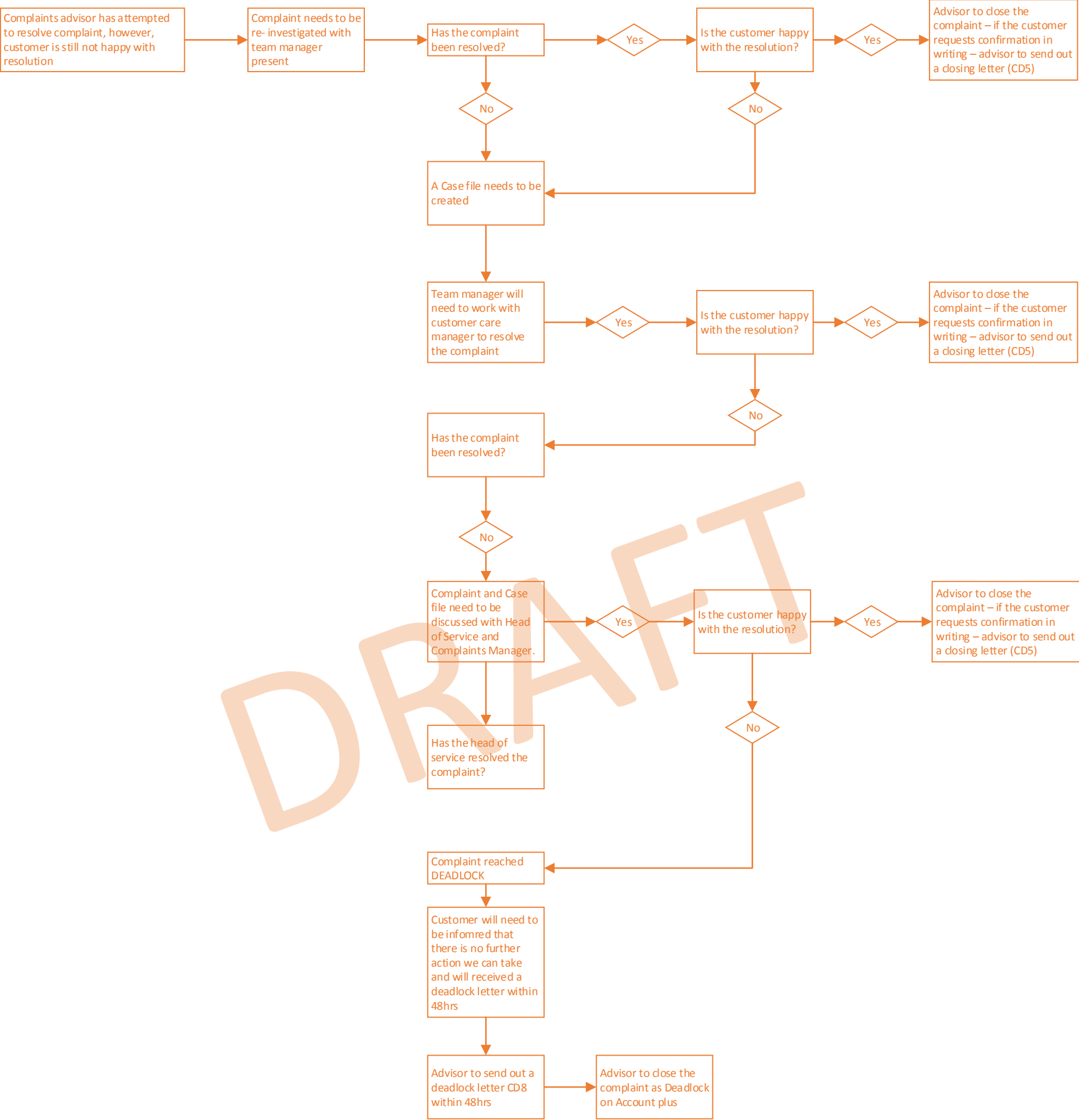


Stage 3 – Press Complaints

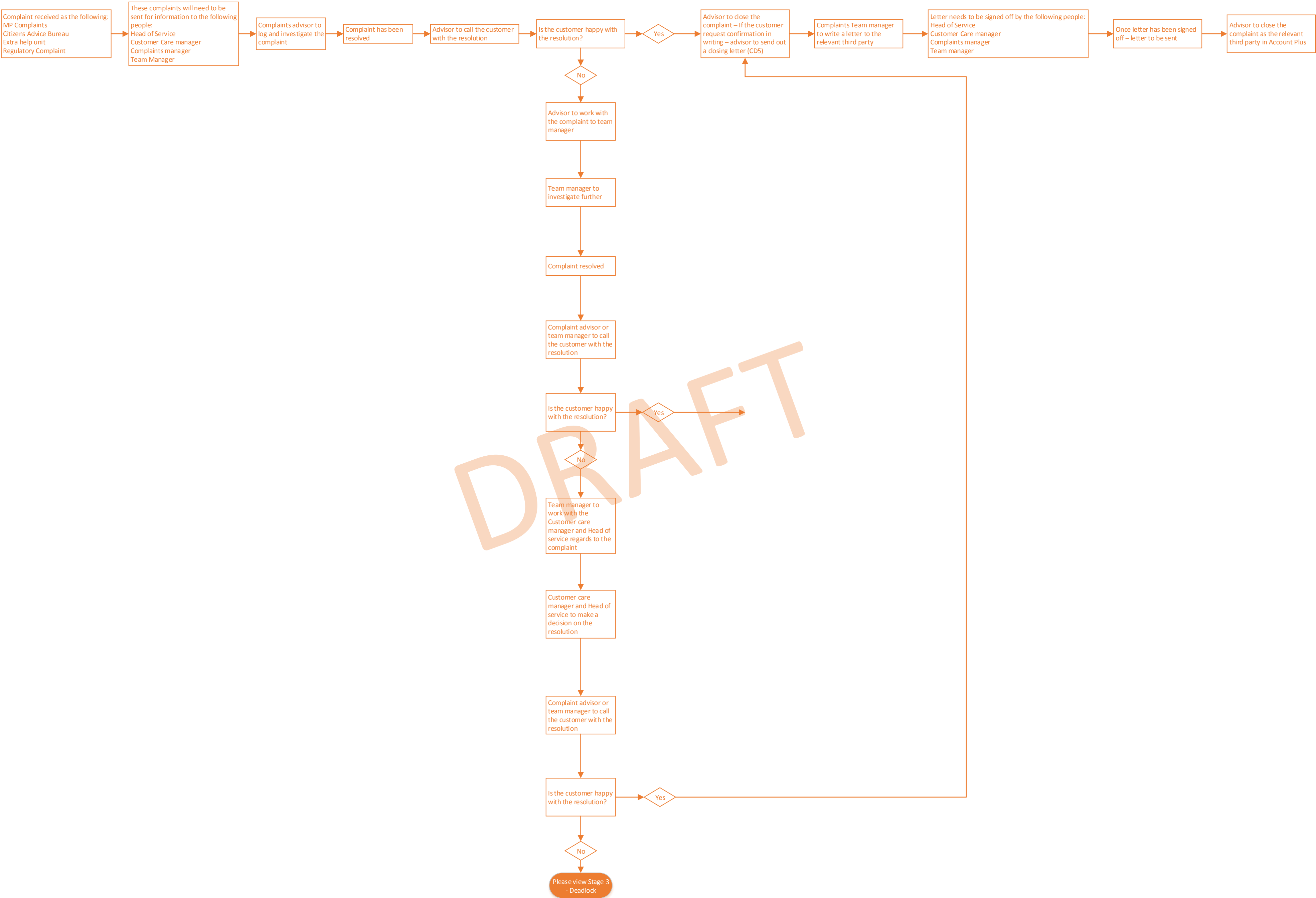


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Stage 3 – Deadlock Process



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