
COMPLAINTS HANDLING PROCEDURE

1. Definitions and Interpretation

1.1 In this Complaints Handling Procedure the following expressions have the following meanings:

“Appeal”	means a request from a Customer to escalate a Complaint to Level Two following an unsatisfactory outcome at Level One;
“Appeal Handler”	means an employee of Elite Website Solutions LTD working at Senior Manager Level who will handle Level Two Complaints;
“Business Day”	means, any day (other than Saturday or Sunday) on which ordinary banks are open for their full range of normal business in the UK;
“Complaint”	means a complaint about goods AND/OR services sold by Elite Website Solutions LTD, about our customer service, or about our employees, agents and/or subcontractors;
“Complaints Form”	means our standard complaints form for use by Customers, available from https://elitewebsitesolutions.uk/complaints-form ;
“Complaint Handler”	means an employee of Elite Website Solutions LTD working at Junior Manager Level who will handle Level One Complaints;
“Complaints Policy”	means our customer complaints policy, available from https://elitewebsitesolutions.uk/terms/complaints-procedure.pdf ;
“Complaint Reference”	means a unique code assigned to a Complaint that will be used to track that Complaint;
“Customer”	means a customer of Elite Website Solutions LTD and includes potential customers (no purchase necessary);
“Decision Letter”	means a letter sent by a Complaint Handler or Appeal Handler to a Customer informing that Customer of the outcome of their Complaint;
“Investigation Report”	means the report prepared by a Complaint Handler or Appeal Handler detailing his/her investigation;

“Level One”	means the first stage in this Complaints Handling Procedure under which Complaints will be handled by a Complaint Handler;
“Level Two”	means the second stage in this Complaints Handling Procedure under which a Customer may appeal the outcome of a Level One Complaint and under which Complaints will be handled by an Appeal Handler;
“Recommendation”	means the recommended resolution to a Complaint made by a Complaint Handler or Appeal Handler; and
“Resolution Action”	means the available actions to be taken in response to a Complaint as detailed in Section 8.

2. What this Complaints Handling Procedure Covers

- 2.1 This Complaints Handling Procedure applies to Complaints pertaining to the sale of goods AND/OR the provision of services by Elite Website Solutions LTD, to our customer service and to our employees, agents, and/or subcontractors.
- 2.2 For the purposes of this Complaints Handling Procedure, any reference to Elite Website Solutions LTD also includes our employees, agents, and/or subcontractors.
- 2.3 Complaints may relate to any of our activities and may include (but not be limited to):
 - 2.3.1 The quality of our customer service;
 - 2.3.2 The behaviour and/or professional competence of our employees, agents, and/or subcontractors;
 - 2.3.3 Delays, defects or other problems associated with the sale of goods;
 - 2.3.4 Delays, defects, poor workmanship or other problems associated with the provision of services;
- 2.4 The following do not constitute Complaints. Customers raising such questions or matters should be directed to the appropriate person:
 - 2.4.1 General questions about our goods or services;
 - 2.4.2 Matters concerning contractual or other legal disputes;
 - 2.4.3 Formal requests for the disclosure of information including, but not limited to, those made under the Data Protection Act;

3. Receipt and Recording of Complaints

- 3.1 Customers may make Complaints to Elite Website Solutions LTD using any of the following methods:
 - 3.1.1 In writing, addressed to Mr Shabazz, Office 4 219 Kensington High Street, Kensington, London, England, W8 6BD;
 - 3.1.2 By email, addressed to Mr. Shabazz at info@elitewebsitesolutions.uk;
 - 3.1.3 Using our Complaints Form, following the instructions included with the form;

- 3.1.4 By contacting us by telephone on 0800 321 3927.
- 3.2 Upon receipt of Complaints, the following steps should be taken within 7 Business Days:
 - 3.2.1 If a written Complaint is received by post, Mr. Shabazz must add it to the complaints log and assign it to a member of management for resolution;
 - 3.2.2 If a written Complaint is received by email, Mr. Shabazz must add it to the complaints log and assign it to a member of management for resolution;
 - 3.2.3 If a Complaints Form is received, Mr. Shabazz must assign it to a member of management for resolution;
 - 3.2.4 If a Complaint is made by telephone, Mr. Shabazz must take down the relevant details, add it to the complaints log and assign it to a member of management for resolution.
- 3.3 All Complaints must be given a Complaint Reference and forwarded to an appropriate Complaint Handler, selected in accordance with Section 6.1 within 7 Business Days.
- 3.4 All Complaints must be acknowledged in writing within 7 days of receipt by Mr Shabazz. The acknowledgement should inform the Customer of their Complaint Reference, their assigned Complaint Handler and should include copies of Elite Website Solution LTD's Customer Complaint Policy and this Complaints Handling Procedure.

4. **Complaint Information**

- 4.1 Customers are advised in our Complaints Policy that the following information should be provided in as much detail as is reasonably possible when making a Complaint:
 - 4.1.1 The Customer's name, address, telephone number and email address, indicating any preferred method of communication;
 - 4.1.2 If the Customer is being represented by a third party, the information set out in Section 4.1.1 should be provided in reference to both parties;
 - 4.1.3 If the Complaint relates to a particular transaction, the order confirmation number or invoice number;
 - 4.1.4 If the Complaint relates to a particular employee, agent, and/or subcontractor, the name and, where appropriate, position of individual;
 - 4.1.5 Further details of the Complaint including, as appropriate, all times, dates, events, and people involved;
 - 4.1.6 Details of any documents or other evidence on which the Customer wishes to rely in support of the Complaint;
 - 4.1.7 Details of how the Customer would like Elite Website Solution LTD to resolve the Complaint. Whilst we undertake to make all reasonable efforts to accommodate such requests, however, we are not bound to take any action beyond that which we may be contractually or otherwise legally obliged to take.
- 4.2 If the information detailed in Section 4.1 is missing, insufficiently detailed, or incomplete, Mr. Shabazz should contact the Customer within 7 Business Days

of receipt of the Complaint to request further information.

5. **Complaint Levels**

- 5.1 Elite Website Solutions LTD operates a two-stage complaints handling procedure. Upon receipt, all new Complaints should be handled in accordance with the Level One procedure set out in Section 6 below. It is our policy to use all reasonable endeavours to resolve all Complaints to Customers' satisfaction at Level One.
- 5.2 If a Customer is not satisfied with the resolution of their Complaint at Level One, he/she may request that the Complaint is escalated to Level Two in the form of an Appeal at which point the Complaint should be handled in accordance with the Level Two procedure set out in Section 7 below.

6. **Level One Complaints**

- 6.1 Upon receipt of a Complaint, the Complaint Handler shall consider the Complaint and make a decision within 7 Business Days whether to:
 - 6.1.1 Investigate the Complaint fully if it is considered to be valid, in which case the procedure should resume from Section 6.3; or
 - 6.1.2 Dismiss the Complaint if it is considered to be invalid, in which case the Complaint Handler should inform the Customer of his/her decision in writing within 7 Business Days.
- 6.2 Subject to delays arising from circumstances beyond his/her reasonable control (including, but not limited to, delays in other persons responding to communications), the Complaint Handler shall have a period of 28 Business Days in which to fully investigate the Complaint and to decide upon appropriate Resolution Action(s).
- 6.3 If the Complaint relates to (a) particular employee(s) agent(s), subcontractor(s) (a "Complainee" or "Complainees"), the Complaint Handler shall inform the Complainee(s) in question of the Complaint and arrange telephone calls as required to discuss the Complaint. In such cases, the Complainee(s) should not, under any circumstances, contact the Customer directly regarding the Complaint. If the Customer contacts the Complainee(s) directly regarding the Complaint (which they are requested not to do in our Complaints Policy), the Complainee(s) should respectfully refuse to discuss the matter, referring the Customer to Section 5.2.3 of our Complaints Policy. Any such contact should be reported to the Complaint Handler.
- 6.4 If the Complaint Handler requires additional information or evidence in support of the Complaint, the Complaint Handler shall contact the Customer using the Customer's preferred method of communication, stating clearly what information or evidence is required. Customers should be respectfully reminded that any delay in their response to such a request may delay the resolution of their Complaint, as per Section 5.2.4 of our Complaints Policy.
- 6.5 If a Customer is unable or unwilling to provide information or evidence requested under Section 6.5, the Complaint Handler must nevertheless use all reasonable endeavours to resolve the Complaint. If, however, the Complaint Handler considers that it is not possible to uphold the Complaint in the

absence of the requested information or evidence, he or she may close the Complaint and inform the Customer of the outcome in accordance with Sections 6.9 to 6.12.

- 6.6 The Complaint Handler shall examine and evaluate the Complaint, taking full account of all relevant statements, information, evidence and circumstances and shall maintain full objectivity and fairness at all times.
- 6.7 During the investigation of the Complaint, the Complaint Handler shall have access to all records, information, employees agents subcontractors that may be necessary to enable him/her to carry out an impartial and thorough investigation.
- 6.8 Following his/her examination of the Complaint, the Complaint Handler shall reach a decision within the time period set out in Section 6.3 (subject to the exceptions noted therein). Resolution Actions that may be chosen are set out in Section 8.
- 6.9 Upon reaching a decision, the Complaint Handler shall send an Investigation Report and Recommendation for review and authorisation by Mr. Shabazz who shall be required to respond within 7 Business Days.
- 6.10 In the event that Mr Shabazz does not agree with the Complaint Handler's decision and/or Recommendation under Section 6.9 he/she must give reasons for such disagreement and the Complaint Handler shall have a further 7 Business Days to revise his/her decision and/or Recommendation and resubmit it to Mr Shabazz for review and authorisation. If, following resubmission, Mr Shabazz still does not agree with the decision and/or Recommendation, the Complaint shall be reassigned to a new Complaint Handler and the Level One procedure shall begin again.
- 6.11 Upon reaching a decision under Section 6.9, the Complaint Handler shall send an Investigation Report and Decision Letter to the Customer by first class post or by email, as appropriate. Decision Letters shall set out the decision, the Resolution Action(s), and shall remind the Customer of their right to escalate the Complaint to Level Two. A digital copy of the Investigation Report and Decision Letter should be logged in the complaints log.
- 6.12 If a delay either occurs or is considered likely to occur at any stage of the Level One procedure, the Complaint Handler shall inform the Customer using the Customers preferred communication method. The Customer should be informed of the length or likely length of the delay and the reasons therefor.
- 6.13 The Customer shall have a time limit of 28 Business Days within which to make an Appeal if he/she wishes to escalate the Complaint to Level Two.
- 6.14 Upon receipt of an Appeal, the following steps should be taken within 7 Business Days by the Complaint Handler:
 - 6.14.1 If a written Appeal is received by post, the Complaint Handler must add the details of the appeal to the original file in the complaints log and notify Mr Shabazz who will then assign to an Appeals Handler;
 - 6.14.2 If a written Appeal is received by email, the Complaint Handler must add the details of the appeal to the original file in the complaints log and notify Mr Shabazz who will then assign to an Appeals Handler;
 - 6.14.3 If an Appeal is made by telephone, the Complaint Handler must add the details of the appeal to the original file in the complaints log and notify Mr Shabazz who will then assign to an Appeals Handler.
- 6.15 All Appeals must be forwarded to an appropriate Appeal Handler within 7

Business Days.

- 6.16 All Appeals must be acknowledged in writing within 7 days of receipt by Mr Shabazz. The acknowledgement should inform the Customer of their assigned Appeal Handler.

7. Level Two Complaints

- 7.1 Upon receipt of an Appeal, the Appeal Handler shall consider the Appeal and make a decision within 7 Business Days whether to:
- 7.1.1 Investigate the Complaint fully if it is considered to be valid, in which case the procedure should resume from Section 7.3; or
 - 7.1.2 Dismiss the Complaint if it is considered to be invalid, in which case the Appeal Handler should inform the Customer of his/her decision in writing within 7 Business Days. If the Complaint is so dismissed, the Complaint may be dismissed in its entirety, or the Resolution Action from Level One may stand.
- 7.2 Subject to delays arising from circumstances beyond his/her reasonable control (including, but not limited to, delays in other persons responding to communications), the Appeal Handler shall have a period of 7 Business Days in which to fully investigate the Complaint and to decide upon appropriate Resolution Action(s).
- 7.3 If the Complaint relates to (a) particular Complainee(s), the Appeal Handler shall inform the Complainee(s) in question of the Appeal and arrange telephone calls as required to discuss the Complaint. In such cases, the Complainee(s) should not, under any circumstances, contact the Customer directly regarding the Complaint. If the Customer contacts the Complainee(s) directly regarding the Complaint (which they are requested not to do in our Complaints Policy), the Complainee(s) should respectfully refuse to discuss the matter, referring the Customer to Section 5.3.3 of our Complaints Policy. Any such contact should be reported to the Appeal Handler.
- 7.4 If the Appeal Handler requires additional information or evidence in support of the Complaint, the Appeal Handler shall contact the Customer using the Customer's preferred method of communication, stating clearly what information or evidence is required. Customers should be respectfully reminded that any delay in their response to such a request may delay the resolution of their Complaint, as per Section 5.3.4 of our Complaints Policy.
- 7.5 If a Customer is unable or unwilling to provide information or evidence requested under Section 7.5, the Appeal Handler must nevertheless use all reasonable endeavours to resolve the Complaint. If, however, the Appeal Handler considers that it is not possible to uphold the Complaint in the absence of the requested information or evidence, he or she may close the Complaint and inform the Customer of the outcome in accordance with Sections 7.9 to 7.12.
- 7.6 The Appeal Handler shall examine and evaluate the Complaint, taking full account of all relevant statements, information, evidence and circumstances and shall maintain full objectivity and fairness at all times.
- 7.7 During the investigation of the Complaint, the Appeal Handler shall have access to all records, information, employees agents subcontractors that may

be necessary to enable him/her to carry out an impartial and thorough investigation.

- 7.8 Following his/her examination of the Complaint, the Appeal Handler shall reach a decision within the time period set out in Section 7.2 (subject to the exceptions noted therein). Resolution Actions that may be chosen that may be chosen are set out in Section 8.
- 7.9 Upon reaching a decision, the Appeal Handler shall send an Investigation Report and Recommendation for review and authorisation by Mr Shabazz who shall be required to respond within 7 Business Days.
- 7.10 In the event that Mr Shabazz does not agree with the Appeal Handler's decision and/or Recommendation under Section 7.9 he/she must give reasons for such disagreement and the Appeal Handler shall have a further 7 Business Days to revise his/her decision and/or Recommendation and resubmit it to Mr Shabazz for review and authorisation. If, following resubmission, Mr Shabazz still does not agree with the decision and/or Recommendation, the Complaint shall be reassigned to a new Appeal Handler and the Level Two procedure shall begin again
- 7.11 Upon reaching a decision under Section 7.8, the Appeal Handler shall send an Investigation Report and Decision Letter to the Customer by first class post or by email, as appropriate. Decision Letters shall set out the decision and the Resolution Action(s). A digital copy of the Investigation Report and Decision Letter should be logged in the relevant complaint log.
- 7.12 If a delay either occurs or is considered likely to occur at any stage of the Level Two procedure, the Appeal Handler shall inform the Customer using the Customer's preferred communication method. The Customer should be informed of the length or likely length of the delay and the reasons therefor.

8. Resolution Actions

When handling Complaints, Complaint Handlers and Appeal Handlers may select from the following Resolution Actions, as appropriate to the facts and circumstances of a Complaint:

- 8.1 10%-75% refund of fees paid;
- 8.2 100% refund of fees paid;
- 8.3 Any remedial work carried out at no cost;

9. Implementation of Resolution Actions

Upon the conclusion of a Complaint, whether at Level One or Level Two the Resolution Action(s) settled upon shall require implementation in a timely manner. Responsibility for the implementation of Resolution Actions ultimately lies with the following and may be delegated thereby, as appropriate:

- 9.1 Mr Shabazz, Managing Director, same as company.

10. **Recording of Resolution Actions**

- 10.1 Upon the conclusion of a Complaint and the implementation of the applicable Resolution Action(s), The complaint or Appeals Handler shall ensure the correct logging of information in the relevant complaints log.

11. **Confidentiality and Data Protection**

- 11.1 All Complaints, Appeals, evidence and other information gathered, held and processed under this Complaints Handling Procedure shall be treated with the utmost confidence at all times. Such information may be shared with employees agents subcontractors of Elite Website Solutions LTD only to the extent required to resolve the Complaint in question in accordance with this Complaints Handling Procedure.
- 11.2 In the event that the details of a Complaint are to be used for training or quality improvement purposes, in which case they will be shared with other employees agents subcontractors of Elite Website Solutions LTD beyond the scope of this Complaints Handling Procedure, the relevant Customer's express permission must first be sought using that Customer's preferred contact method. Personal details (that is, anything that may be used to identify the Customer) shall be removed from all information so used. Such permission may be revoked at any time in accordance with the Customer's right to do so under Section 6.2 of our Customer Complaints Policy.
- 11.3 All personal information collected by Elite Website Solutions LTD (including, but not limited to, Customers' names and contact details) shall only be collected, used and held in accordance with the provisions of the Data Protection Act 1998 and our Customers' rights under that Act.

12. **Procedure Review and Responsibility**

- 12.1 Overall responsibility for this Complaints Handling Procedure and the implementation thereof lies with Mr Shabazz.
- 12.2 This Complaints Handling Procedure shall be reviewed regularly at intervals of not more than a year and shall be updated as required.
- 12.3 This Complaints Handling Procedure was adopted on 01/01/2021.
- 12.4 This Complaints Handling Procedure was last reviewed on 01/01/2021.