



Feedback and Complaints Policy - Bender UK

1. Purpose

Bender UK views complaints as opportunities to learn, improve, and restore trust. This policy outlines our approach to handling complaints fairly, promptly, and confidentially.

2. Objectives

We aim to:

- Provide a clear and accessible complaints procedure.
- Ensure all staff understand how to handle complaints.
- Investigate complaints fairly and in a timely manner.
- Resolve complaints wherever possible and repair relationships.
- Use complaint data to improve our services.

3. Definition of a Complaint

A complaint is any expression of dissatisfaction—whether justified or not—about any aspect of Bender UK’s services or personnel.

4. Scope

This policy applies to complaints from any person or organisation with a legitimate interest in Bender UK.

Note: Employee grievances should be addressed through the Discipline and Grievance Procedure via Human Resources.

5. Confidentiality

All complaint information is handled sensitively and in accordance with data protection regulations. Only those who need to know will be informed.

6. Responsibilities

The Managing Director holds overall accountability for this policy and its implementation.

7. How to Make a Complaint

Written complaints may be sent to:

- Bender UK, The Old Tannery, Low Mill Business Park, Ulverston, Cumbria, LA12 9EE
- Or submitted via: [Customer Feedback Form](#)
- Verbal complaints may be made by phone (01229 480123) or in person to the Head of Customer Service & Quality.

8. Complaints Procedure

Stage One: Initial Handling

- Complaints are passed to the appropriate line manager immediately.
- Acknowledgment will be sent within 2 working days.





- If the complaint involves a specific individual, they are informed and given a fair opportunity to respond.
- Serious complaints may require extended investigation at the discretion of senior management.
- Actions, conclusions, and recommendations are recorded.

Stage Two: Escalation

- If unresolved, the complaint is escalated to the line manager of the person who handled Stage One.
- Acknowledgment is sent within 5 working days, with an expected reply to timeframe.
- Investigation may include reviewing documentation and speaking with parties involved.
- A definitive reply is ideally issued within 2 weeks. If delayed, a progress update is provided.
- The response includes investigation details, conclusions, and any actions taken.
- The decision is final unless the Managing Director prefers an option for external resolution.

9. Monitoring and Learning

- Complaints are reviewed daily to identify trends.
- The Senior Leadership Team meets weekly to discuss scorecard complaints resolved within acceptable timeframes.
- Feedback is used to improve services and prevent recurrence.

10. Review and Updates

This policy is reviewed annually or following significant changes in operations or legislation.

Approved by:



Gareth Brunton

Managing Director

Bender UK Ltd

