



Andor Holding Group
Complaints Policy

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1. Introduction

The Andor Holding Group is committed to providing exceptional customer service. Whilst every effort is taken to provide exceptional customer service, sometimes mistakes are made. When something goes wrong, we need you to tell your manager about it. This will help to improve our standards.

A complaints procedure has been set up for people who feel dissatisfied with the service. Anyone has the right to complain and have it investigated. The Andor Holding Group aims to learn from any mistakes and the complaints procedure is seen as very important in the continuous improvement cycle.

2. How to submit a complaint

Firstly, raise a complaint with the member of staff responsible for the service about which you are complaining. If the matter is not resolved promptly or fully by them, their line manager will become involved to work with you, and the individual and/or team to reach a satisfactory resolution.

If you are not satisfied with how your complaint has been handled, you may begin the formal complaint procedure. Details of this are set out below. Please contact us with the details, initially the complaint should be sent to the Account manager.

3. What will happen next?

1. The Andor Holding Group will send you a letter acknowledging receipt of your complaint **within three working days** of receiving it, enclosing a copy of this procedure.
2. The Andor Holding Group will then investigate the complaint. This will normally involve passing the complaint to the most appropriate manager who will review your complaint.
3. The office manager will send you a detailed written reply to your complaint, including his/her suggestions for resolving the matter, **within 21 working days** of sending the acknowledgement letter.
4. At this stage, if you are still not satisfied, you should contact us again and we will arrange for a senior manager to review the decision.
5. The Andor Holding Group will write to you within 14 working days of receiving the request for a review, confirming the final decision on your complaint and explaining our reasons.
6. If you are still not satisfied, you can then contact the Managing Director about the complaint.

If The Andor Holding Group must change any of the time scales above, we will let you know and explain why.