

### 1. Purpose

The aim of Wembley Innovation Ltd is to ensure that its complaints procedure is properly and effectively implemented and that complainants feel confident that their complaints and worries are listened to and acted upon promptly and fairly.

### 2. Wembley Innovation Goals

- Customers and their representatives are aware of how to complain and that Wembley Innovation Ltd provides easy to use opportunities for them to register their complaint.
- A named person will be responsible for the administration of the procedure
- Every written or verbal complaint is acknowledged within two working days
- Investigation into written or verbal complaints are held within 10 days
- All complaints are responded to in writing by Wembley Innovation Ltd
- Complaints are dealt with promptly, fairly and sensitively with due regard to the upset and worry they can cause to Wembley Innovation Ltd and or customers
- The named manager, with responsibility for dealing with complaints is Teodora Todorova/ Manuela Lopez

### 3. Verbal Complaints from Customers, Passengers, MOP & Members of Staff

- All verbal complaints (related to the company works, or fleet), no matter how seemingly unimportant, should be taken seriously. There is nothing to be gained by staff adopting a defensive or aggressive attitude
- Wembley Innovation Ltd employees who receive verbal complaint should seek to solve the problem immediately if possible
- If staff cannot solve the problem immediately, they should offer to refer the matter to the complaints manager to deal with the problem
- All contact with the complainant should be polite, courteous, and sympathetic
- All the staff should remain calm and respectful
- Wembley Innovation Ltd employees should not accept blame, make excuses, or blame other employees
- If the complaints being made on behalf of the customer by an advocate or insurance representative it must first be verified that the person has a permission to speak for the customer, especially if confidential information is involved. It is very easy to assume that the advocate or insurance representative have the right to act for the customer when they may not. If in doubt it should be assumed that the customer's explicit permission is needed prior to discussing the complaint with third parties.
- After talking the problem through, each manager or the member of the staff dealing with the complaint should suggest a course of action to resolve the complaint. If this course of action is acceptable then the member of staff should clarify the agreement with the complainant
- If the suggestion plan of action is not acceptable to the complainant then the member of staff or manager should ask the complainant to put their complaint in writing to Wembley Innovation Ltd and give them a copy of the complaint procedure and form for completion
- In both cases details of the complaint should be recorder on a complaint form

### 4. Written Complaints from Customers, Passengers, MOP, Members of Staff and Reported from the FORS Compliance Team

- When a complaint is received in writing it should be passed on to the named complaints manager who should record it in the complaints book and send an acknowledgment letter within two working days. The complaints manager will be the named person who deals with the complaint through the process. (Teodora Todorova)

- If necessary, further details should be obtained from the complainant. If the complaint is not made by the customer but on the customer's behalf, then consent of the customer, preferably in writing, must be obtained from the customer.
- A copy of the complaint's procedure will be given to the customer.
- If the complaint raises potentially serious matters, advice should be sought from a legal advisor. If legal action is taken at this stage any investigation by Wembley Innovation Ltd under the complaint's procedure should cease immediately.
- If the issues are too complex to complete the investigation within 10 days, the complainant should be informed of any delays.
- If a meeting is arranged the complainant should be advised that they may, if they wish, bring a friend or relative or a representative such as an advocate.
- At the meeting a detailed explanation of the results of the investigation should be given and also an apology if it is deemed appropriate (apologizing for what has happened need not be an admission of liability).
- Such a meeting gives Wembley Innovation Ltd the opportunity to show the complainant that the matter has been taken seriously and has been thoroughly investigated.
- After the meeting, or if the complainant does not want a meeting, a written account of the investigation should be sent to the complainant.
- The outcomes of the investigation and the meeting should be recorded on appropriate documentation and any shortcomings in Wembley Innovation's procedures should be identified and acted upon
- Wembley Innovation's complaints procedure should be audited by the manager every six months.

Liam Clear  
Managing Director  
Wembley Innovation Ltd

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