



W.E.Dover Ltd

Version 1.0
Complaints Policy

W.E. Dover Ltd. – Complaints Procedure

Introduction

W.E. Dover Ltd. are committed to giving the best possible service in all areas of work, but we accept that from time to time something may go wrong, or you may be unhappy with the service you received. If this happens, we'd like to know so that we can try and put things right. This document outlines the policies and procedures that we adhere to in the event of a complaint. We view complaints as valuable feedback about our service and will use the feedback to review how we do things, to learn from our mistakes and to improve the service you receive from us. We know that making a complaint can take time and seem daunting. This policy explains how to complain and how we will deal with your complaint.

The principle behind the complaints Policy

All companies have a duty to act legally, fairly, responsibly and reasonably. W.E. Dover Ltd. must be able to demonstrate as an organisation that it follows all these principles in all its areas of activity. An important part of this is having publicly available procedures for dealing with complaints whether from individuals or organisations.

W.E. Dover Ltd. are aiming for:

1. Consistency with current UK best practice in this area
2. Simplification of procedures to minimise administration and cost
3. Avoiding duplication of complaint records
4. Transparent implementation

Complaints Procedure – Stage 1

Our aim is to resolve complaints quickly and at an early stage. In the first instance you should raise your concerns with the member of staff you have been dealing with.

Let them know what the problem is, how it happened and what you'd like us to do to rectify it. You can get in touch with them via telephone or email. Therefore, we

ask that if you are dissatisfied with the service, you have received that you bring this to their attention as soon as possible by speaking to them in the first instance. They will do their best to try and find a solution as quickly as possible.

Complaints Procedure – Stage 2

This stage involves you emailing or speaking to the Company Director. If the complaint itself surrounds our Company Director, another Manager onsite will oversee your complaint who is impartial and can deal with the complaint.

However, you choose to contact us, please make sure you tell us the following:

- The problem, including what has happened, when it happened and the background to the problem, if you think it's relevant.
- What you or anybody else has done to try and resolve it.
- What you would like us to do to put things right.

When W.E. Dover Ltd. receive your complaint, we will:

- Acknowledge receipt of your complaint within 5 working days.
- Advise you who is dealing with your complaint and how you can contact them should you wish to discuss your complaint.
- Advise you when you can expect to receive a full response.

The person investigating the complaint will:

- Respond to your complaint within 20 working days of receiving your complaint.

Sometimes if a complaint is complicated and we need to get answers from different people or different organisations, it may take longer than 20 working days for us to get back to you. If this happens, we will let you know and keep you informed of progress.

Once we have received your complaint, we will investigate the complaint and send you a response explaining our findings within 20 working days of receiving your complaint.

Please note that if you are complaining about a person or group of people, we must seek permission from you before copying the complaint or approaching those complained about. This is normally in form of an email and may lead to increased lengths of investigations.



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We will keep you informed of the progress of investigation if it is longer than anticipated and will endeavour to keep any investigations to a reasonable timescale.

Contact details:

Address:

W.E. Dover Ltd.,
7 St James Street,
Dover,
Kent CT16 1QD

Barry Waters (Director)

Telephone: 01304 249855

Mobile: 07970 166454

Email: barry@wedover.co.uk

Tracey Waters (Director)

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