

CUSTOMER COMPLAINTS & FEEDBACK POLICY



THE PRINTWEAR COMPANY LTD
16 David Hobbs Rise
Market Harborough
Leicestershire
LE16 7YE
0800 464 7144
studio@printwearco.com
printwearco.com

Document Ref: TPC-QMS-POL-008	Version: 1.0
Review Period: JAN 2025 - 2026	Approved By: Director

The Printwear Company Ltd recognises that effective management of customer complaints and feedback is essential to maintaining high levels of satisfaction, improving service delivery, and ensuring continual improvement within our Quality Management System (QMS). We are committed to handling all complaints promptly, fairly, and consistently, in accordance with the principles of ISO 10002:2018 – Quality Management: Customer Satisfaction and Complaints Handling.

Scope

This policy applies to all employees, contractors, and representatives of The Printwear Company Ltd involved in the provision of products and services to clients and partners. It covers the receipt, investigation, resolution, and analysis of customer complaints, as well as the proactive collection and use of feedback to enhance business performance.

Responsibility for implementing and maintaining this policy lies with the Director, supported by the management team, who ensure that adequate resources, systems, and training are in place to uphold its effectiveness.

Objectives

The objectives of this policy are to:

- Provide a clear, accessible process for customers to raise complaints or provide feedback.
- Ensure that all complaints are handled objectively, professionally, and confidentially.
- Resolve issues quickly and effectively to restore customer confidence.
- Identify root causes of complaints and implement corrective and preventive actions.
- Use feedback data to identify opportunities for service enhancement and process improvement.
- Promote transparency and accountability in all customer interactions.

Commitments

To achieve these objectives, The Printwear Company Ltd will:

- Acknowledge all complaints within two working days of receipt.
- Record all complaints in a central register for monitoring and analysis.
- Investigate the issue thoroughly and communicate findings and resolutions clearly to the customer.
- Provide a final written response within ten working days, or keep the complainant informed if further investigation is required.
- Escalate unresolved or complex cases to senior management for review.
- Maintain accurate records of all complaints and feedback for audit and continuous improvement purposes.
- Analyse complaint data regularly to identify patterns, trends, and systemic issues.
- Use feedback as a tool for ongoing quality improvement and staff development.



CUSTOMER COMPLAINTS & FEEDBACK POLICY



THE PRINTWEAR COMPANY LTD
16 David Hobbs Rise
Market Harborough
Leicestershire
LE16 7YE
0800 464 7144
studio@printwearco.com
printwearco.com

Document Ref: TPC-QMS-POL-008	Version: 1.0
Review Period: JAN 2025 - 2026	Approved By: Director

Customer Feedback

The Printwear Company Ltd values feedback as a key driver of performance improvement. Customers are encouraged to share opinions and experiences through surveys, project reviews, or direct communication. All feedback is reviewed during management meetings to identify improvement opportunities and to recognise positive performance.

Confidentiality and Fairness

All complaints and feedback are handled confidentially and without prejudice. Complainants are treated with respect and impartiality, and no individual will suffer retaliation for raising a concern in good faith.

Monitoring and Review

This policy and its associated procedures are reviewed annually to ensure ongoing effectiveness and compliance with ISO 9001 and ISO 10002 requirements. Performance indicators, including complaint volumes, response times, and resolution rates, are monitored and discussed at management review meetings.

Approved by:

Robert Pharréll | Director

Date: 10/01/2025

