

Wolf Laundry's documented Complaints and Escalation Procedure forms part of our quality management system. We believe that clear, defined channels of communication ensure that matters are directed and dealt with by an appropriate person maintaining accountability at all times.

In preparation Wolf Laundry has specified an Escalation Process which is detailed below. This simple flow chart includes personnel that should be contacted and will assume responsibility should a complaint occur

The Complaints Procedure references the internal process to be followed on receipt of a complaint or non-conformance and the timescales to be followed. These processes stipulate that a customer complaint is defined as a situation where the product or service does not satisfy the customer's requirements. It may follow that the product or service supplied does not conform to the specified requirements.

Complaints will be reported to our dedicated complaint resolution team within the customer service department, contactable by phone (01924 840100). Understanding the importance of complaints, ensures all communications will be dealt with promptly, courteously and in an efficient systematic manner. Implications will be assessed monthly by our senior management team as part of our continuous improvement approach. With details recorded at each stage and the complainant kept informed, complaints are handled using the following procedure

On receipt of a complaint, the detail is recorded on Wolf's Complaints Log with the following information:

- a. Name/Date of person raising complaint.
- b. Company/Customer reference information
- c. The nature of the complaint indicating the product or service involved and indicating whether the complaint is a reportable dangerous occurrence.

Any relevant documentation is also scanned and saved electronically in for the particular month the complaint is received, as well as attached to the complaint in the Complaint Log.

Where appropriate, receipt of the complaint is acknowledged to the customer within 24 hours and an estimate of the time required for any investigation and report (verbal or written) is given (this will be no more than 28 days from the date the complaint was received).

The employee recording the complaint will then both investigate/escalate the complaint or non-conformance and agree with the Department Team Leader/Manager on the resolution action to be implemented. The resolution action is then communicated to the customer by either the initial employee, Department Team Leader/Manager.

The Management Representative is responsible for the monthly analysis of the complaints database. Such analysis is summarised in the monthly management meeting report, indicating any proposed or implemented corrective actions which are necessary according to the requirements of the Corrective and Preventative Action procedure. The Complaint Log is also disseminated to the business on monthly basis and escalated to the Operations Director for review purposes.

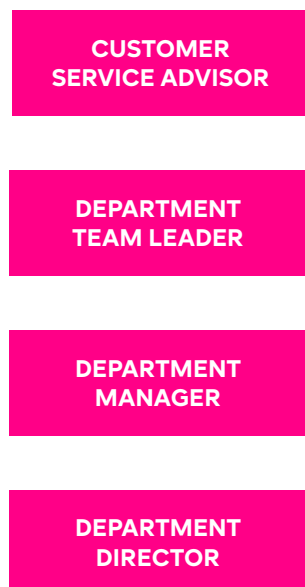
Our standard response timescales are as follows:

- Complaint logged and acknowledged – within 4 hours of receipt
- Investigation and corrective action implemented – within 24 – 48 hours
- Analysis and preventative action implementation - 1 week of receipt
- Formal response – Within 14 days of receipt
- Review by senior management

The timescales stated above are the maximum limits; if there is a severe or urgent issue of any kind then our response would be immediate.

Escalation Process

The diagram below details the chain of escalation should the customer be unhappy with the initial analysis:



Should Wolf's initial response not be to the satisfaction of the contracting authority/complainant, our internal procedures allow for the concern to be escalated further with additional analysis undertaken.

This process ensures transparency, and reassures the customer that their concerns have been impartially investigated in the appropriate manner.

In addition to our documented complaints procedure, Wolf Laundry also proactively obtains feedback to help ensure our products and services are meeting and exceeding customer expectations. We utilise a number of customer feedback mechanisms. The company analyses customer feedback through front line communication with customers, customer complaints, and feedback questionnaires which are sent out after every event.

This serves to establish if additional activities are necessary to determine the customer's perception of the products and service we offer.

Preventative Action(s)

Any non-conformances identified are fed into our complaints procedure which in turn, links into our corrective and preventative actions system:

We proactively obtain feedback from both customers and service users by means of telephone calls and questionnaires which are sent out after any event. Additionally, telephone calls are made up to 3 days after an installation/service (where agreed with the customer) to ensure the client is satisfied with the completed work and is comfortable with using the equipment; comments are documented and used as customer feedback.

All feedback obtained is analysed as a means of measuring our performance and forms part of the input mechanisms to our corrective and preventative action procedure within the Quality Management system, driving forward customer and service user led improvements. The feedback questions are designed to elicit comments regarding the various elements of our service provision.

All feedback is documented and checked by the Department Team Leader/Manager and positive comments are fed back into the business or individual. In the unlikely event that any negative comments are made, these are raised as formal non-conformances and progressed according to our documented Complaints Procedure. All feedback forms are entered onto a database and reports extracted for review at management meetings.

Suggested improvements to products or processes are progressed according to the Corrective and Preventative Actions Procedure.