

## **Customer Complaints Policy**

### **1. Purpose**

This policy outlines how complaints from customers of Beck & Scott LTD and Beck & Scott (Services) LTD will be received, investigated, resolved, and recorded.

The company is committed to providing excellent customer service and aims to resolve complaints fairly, consistently, and promptly.

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### **2. Scope**

This policy applies to:

- All employees, drivers, engineers, office staff, and management
  - All customer complaints relating to:
    - Water deliveries
    - Water quality
    - Water coolers and equipment
    - Customer service
    - Billing and accounts
    - Health & safety concerns
    - Delivery issues
    - Product shortages or damages
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### **3. Policy Statement**

Beck & Scott LTD and Beck & Scott (Services) LTD takes all customer complaints seriously and will:

- Treat customers respectfully and professionally
- Investigate complaints promptly and fairly
- Keep customers informed during the process

- Resolve issues wherever possible at the earliest opportunity
- Use complaints to improve services and procedures

Customers will not be disadvantaged or treated unfairly for making a complaint.

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#### **4. How Customers Can Make a Complaint**

Customers may submit complaints by:

- Telephone
- Email
- Website contact form
- Letter
- In person to a member of staff

#### **Contact Details**

- Website: [www.besceau.com](http://www.besceau.com)
  - Email: [info@besceau.com](mailto:info@besceau.com)
  - Telephone: 02890 734433
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#### **5. Complaint Handling Procedure**

##### **Stage 1 – Initial Complaint**

The employee receiving the complaint must:

1. Listen carefully and remain polite and professional
2. Record:
  - Customer name
  - Contact details
  - Date and time
  - Nature of complaint

- Relevant delivery or account details
- 3. Attempt to resolve simple issues immediately where possible

Examples may include:

- Missed deliveries
  - Incorrect invoices
  - Damaged bottles or equipment
  - Delivery timing concerns
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### **Stage 2 – Investigation**

Where immediate resolution is not possible:

- The complaint will be referred to management
  - Relevant records, delivery notes, invoices, CCTV, driver logs, or service records may be reviewed
  - Staff involved may be asked for statements or information
  - Customers may be contacted for further details
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### **Stage 3 – Response**

Beck & Scott LTD and Beck & Scott (Services) LTD aims to:

- Acknowledge complaints within 2 working days
- Provide a full response within 10 working days where reasonably possible

Responses may include:

- Explanation of findings
- Apology where appropriate
- Corrective action
- Replacement products

- Service call or sanitation visit
  - Credit note or invoice adjustment
  - Preventative measures to avoid recurrence
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## **6. Escalated Complaints**

If a customer is dissatisfied with the outcome, the complaint may be escalated to senior management for further review.

Senior management decisions will be final unless legal or regulatory obligations require further action.

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## **7. Serious Complaints**

Complaints involving the following must be treated as high priority:

- Water contamination concerns
- Health or illness allegations
- Safety incidents
- Driver conduct concerns
- Property damage
- Data protection concerns
- Discrimination or harassment allegations

Management must be informed immediately.

Where necessary, external authorities or insurers may also be notified.

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## **8. Complaint Records**

Beck & Scott LTD and Beck & Scott (Services) LTD will maintain records of complaints including:

- Complaint details

- Investigation findings
- Actions taken
- Outcome and resolution date

Records will be retained in accordance with company data protection requirements.

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## **9. Confidentiality**

Complaint information will only be shared with employees or third parties directly involved in resolving the matter.

All information will be handled in line with the company's Data Protection Policy.

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## **10. Monitoring and Review**

Management will periodically review complaints to identify:

- Recurring issues
- Service improvements
- Training needs
- Operational weaknesses

This policy will be reviewed regularly and updated where necessary.

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## **11. Responsibility**

Management is responsible for ensuring this policy is implemented and followed.

All employees are responsible for:

- Cooperating with investigations
- Reporting complaints promptly
- Maintaining professional conduct with customers