# Customer Complaints Procedure

How we handle customer feedback & complaints

Issue Date: July 2026

## Purpose

Vocosa is committed to providing high-quality products and services and delivering excellent customer service. We value feedback and take all complaints seriously, using them as an opportunity to resolve issues fairly, improve our services and strengthen our customer relationships.

This procedure explains how customers can raise a complaint and what they can expect from us throughout the process.

## Scope

This procedure applies to complaints received from customers regarding the products, services or support provided by Vocosa.

It does not replace any contractual dispute resolution processes or statutory rights.

## How to Make a Complaint

Customers can raise a complaint by contacting us:

- By email.
- By telephone.
- In writing.

When submitting a complaint, please provide as much information as possible, including:

- Your name and organisation.
- Contact details.
- A description of the issue.
- Any relevant dates, reference numbers or supporting information.
- The outcome you are seeking, where appropriate.

# Our Complaints Process

## Stage 1 – Initial Review

We will acknowledge receipt of your complaint as soon as reasonably practicable and aim to acknowledge all complaints within **three working days**.

Where possible, complaints will be reviewed immediately to determine whether they can be resolved promptly.

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## Stage 2 – Frontline Resolution

Where appropriate, we will seek to resolve complaints quickly through discussion with the relevant member of staff.

Our aim is to resolve straightforward complaints within **five working days** of receipt.

If the complaint cannot be resolved at this stage, it will be escalated for further investigation.

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## Stage 3 – Investigation

Where a more detailed investigation is required, the complaint will be reviewed by an appropriate manager or Director.

During the investigation, we may:

- Gather additional information.
- Speak with the individuals involved.
- Review relevant documentation and records.
- Contact you if further clarification is required.

We aim to provide a full written response within **20 working days**. Where this is not possible, we will keep you informed of progress and provide an updated timescale.

## Escalation

If you remain dissatisfied after receiving our final response, you may seek independent advice or pursue any other remedies available to you.

Nothing in this procedure affects your statutory rights.

## Continuous Improvement

Vocosa reviews complaints regularly to identify trends, improve our services and prevent similar issues from occurring in the future.

Feedback received through the complaints process forms an important part of our commitment to continual improvement and customer satisfaction.