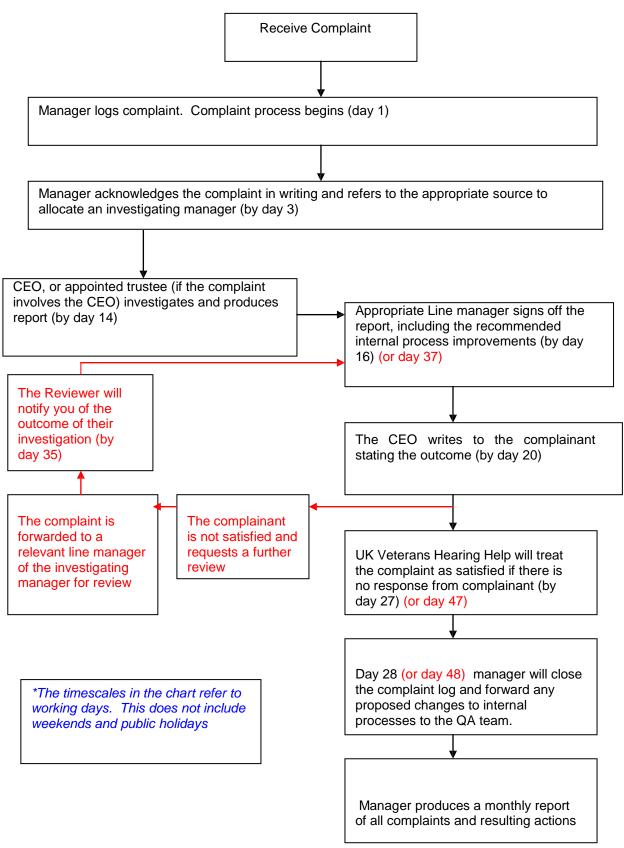
Manager logs complaint. Complaint process begins (day 1) Manager acknowledges the complaint in writing (by day 3) Manager investigates and produces report (by day 14) Appropriate Director signs off the Report, including the recommended internal process improvements (by day 16) (or day 37) The Founder will notify you of the outcome of their Manager writes to the complainant investigation stating the outcome (by day 20 (by day 35) The complaint is forwarded to a The complainant relevant Founder is not satisfied and UK Veterans Hearing Help will treat the requests a further for complaint as satisfied if there is review investigation no response from complainant (by day 27) (or day 47) Day 28 (or day 48) manager will close *The timescales in the chart refer to the complaint log and forward any working days. This does not include proposed changes to internal weekends and public holidays processes to the QA team. Manager produces a monthly report of all complaints and resulting actions

Receive Complaint

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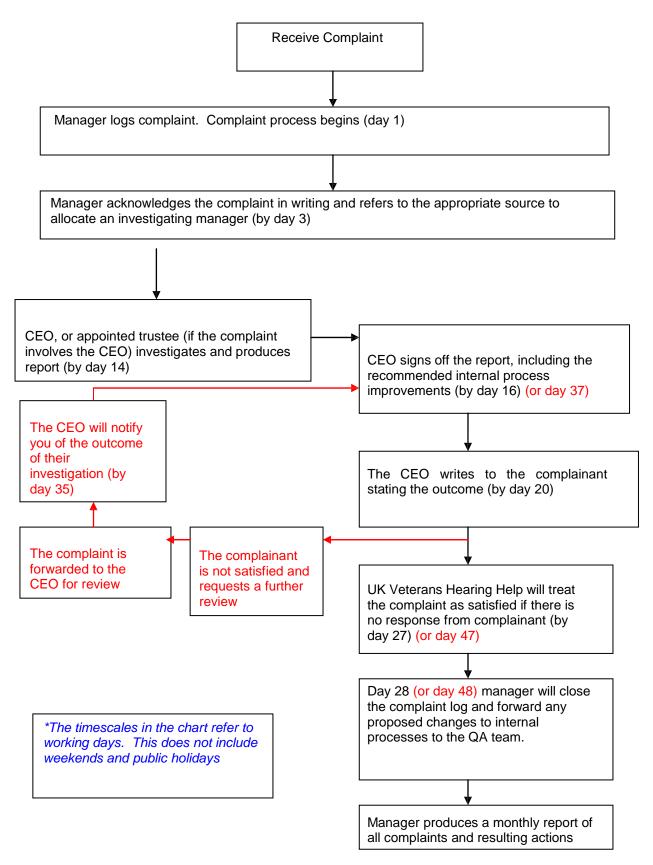
Complaints Process (Senior Managers)



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Version 0.1 Date: 16.03.20 Owner: Samantha Bennett

Complaints Process CEO



Owner: Samantha Bennett