



LUXURY SPA PRODUCTS *for* HANDS, FEET & BODY

## COMPLAINTS POLICY AND PROCEDURES

Our aim at Cuccio Europe is to provide the best service possible, and while we always strive to achieve this, there will be times when our customer is unhappy with this. We aim to handle complaints quickly in an effective, fair and honest way. This policy aims to ensure that.....

1. All members of the public know how to feedback to Cuccio Europe and the process of making a complaint is simple;
2. All staff treat feedback seriously and deal with it promptly, efficiently, courteously and keep our customer informed of progress;
3. Improved customer relations are built by resolving feedback during the initial stages wherever possible.
4. All feedback is recorded and monitored so that we learn from feedback and take action to improve services.

### The definition of a Complaint

A complaint is...

"An expression of dissatisfaction regarding Cuccio Europe's standard of training, service, action or lack of action".

Please note that a complaint is not "An initial request for a service to be delivered".

### Who can make a Complaint?

Any member of the public or their representatives, staff, businesses, public and voluntary bodies can make a complaint about Cuccio Europe.

### How a Complaint can be made

- Verbally – to your sales contact or directly to head office
- Email – to the following address... [admin@cuccio.co.uk](mailto:admin@cuccio.co.uk)
- Letter– to our head office at the address below

Unit 9 Sandstone Court  
Milford Close  
Bulwell  
Nottingham  
NG6 8NN

### The Complaints Process

1. All complaints should be addressed to the Administration Manager at [admin@cuccio.co.uk](mailto:admin@cuccio.co.uk). A response should be made within 5 working days, regardless of how the complaint or expression of dissatisfaction is made.
2. If you feel the response to your complaint under stage one is unsatisfactory, the next stage is for the complaint to be referred to the Management Team who will investigate further and liaise with any additional staff whose information may help resolve the complaint
3. You will receive a response within 10 working days. If an interim reply is needed, you will be given a timescale by which a full reply will be received.
4. If you feel the response to your complaint is still not satisfactory, you must advise us within one calendar month of the date of the response from Stage 2 otherwise the case will be closed. The owners will then conduct an Internal Review.  
At this stage all communication will be with the owners and a full response will normally be received within 15 days.

#### Confidentiality

All complaints are treated with utmost confidentiality in mind. Only the Administration Manager will be aware that a complaint has been received and is being dealt with. Where the complaint extends to the training service, whilst the trainer may be requested to provide information to satisfy the complaint, this will be handled appropriately as to not prejudice further training or assessments.

Anonymous requests will be acted upon; however, it is better to provide contact details so that the complainant can be informed of the outcome.

#### Aggressive or Obsessive Complaints

Cuccio Europe wants to deal fairly and honestly with complainants and ensure that other users, clients and staff do not suffer detriment from persons making vexatious complaints. Cuccio Europe's solicitors will write to vexatious complainants to inform them that their behaviour is considered to be unacceptable.

#### Complaints about Products and Manufacturers

Cuccio Europe recognises complaints regarding products and equipment supplied through ourselves, and any organisation contracted to work or supply Cuccio Europe, and will seek to resolve such complaints. Cuccio Europe will forward complaints received in respect of other organisations to the appropriate bodies.

#### Equalities Statement

Cuccio Europe aims to handle all complaints fairly and honestly regardless of who makes a complaint, and treats all members of the community equitably and will not show bias to any particular individual or group.

#### Matters that are outside the Policy

The following matters are not included in this policy:

Complaints which are subject to legal proceedings.

All complaints are logged and recorded and analysed as part of the customer service satisfaction procedure.