



A Step-by-Step Guide to Our Complaints Procedure

How we will treat your complaint

We do everything we can to make sure our customers get the best possible service. However, sometimes, we don't get things right. When that happens, we always encourage you to tell us about your concerns or complaints, so that we can put matters right for you.

We want to:

- **Make it easy for you tell us about your complaint**
- **Give your complaint the attention it deserves**
- **Resolve your complaint without delay**
- **Make sure you are satisfied with how your complaint is resolved**

This leaflet explains what to do if you have any complaint about CATG. It also tells you how quickly we will deal with your complaint and who will look after you.

How and where to complain

If you're not satisfied with any aspect of our service or products, you can tell us about your concerns in the following ways:

In person - visit CATG and speak to one of our staff we are open from 8.30am - 5.00pm Monday - Friday

In writing - address your letter to Glenn Sharples at CATG, 1 Gainsborough Avenue, Morecambe, Lancashire, LA4 6DT

By telephone - call Glenn on 0044 (0)1524 400632 or 0044 (0)7941 536543

By e-mail - visit our website at www.catg.co.uk and address your complaint to Glenn Sharples

Glenn will telephone you or visit your site to discuss your complaint.

How long will it take?

We will aim to solve your concern straight away.

However, if we have not been able to resolve your complaint within one week, we will call and write to tell you:

- **Why we have not yet resolved your complaint**
- **Who is dealing with your complaint and their details**
- **When we will contact you again**

We will aim to resolve most complaints within a few days.

We will contact you regularly until your complaint has been resolved.

If your complaint is particularly complex, it may take longer to resolve. If together, we cannot reach an agreement we will send you:

- **A letter giving our reasons for the delay and an indication of when we expect to provide a resolution**

Or

- **Refer your complaint to our Board of Governors. They will issue the CATG final response letter, which will explain our final position**

If at any time you are unhappy with the way we are dealing with your complaint

Our aim is to resolve your complaint as quickly as possible and to your complete satisfaction. If you're not satisfied with our action or explanation, the member of staff dealing with your complaint will be happy to discuss your concerns further.

However, if you remain unhappy, you can ask for your complaint to be reviewed by Glenn Sharples or our Board of Governors within CATG. They will review your complaint and will aim to give you a full response within two weeks. If our investigation is likely to take longer, we will keep you fully informed of their progress.

Appeal process

If you are not happy with a certificate or examination decision made by us, we have an approach procedure please click on the website at www.catg.co.uk

All appeals received by CATG are fully investigated. Please submit all appeals in writing or contact Glenn on:

Certification and Timber Grading Limited
1 Gainsborough Avenue
Morecambe
Lancashire
LA4 6DT

Tel: 0044 (0)1524 400632

Email: sales@catg.co.uk

A letter shall be dispatched within 5 working days to you acknowledging receipt of the appeal and confirming your right to present your case in person to our Board of Governors.

You will be informed of the date when your appeal is to be heard and the composition of our Board of Governors.

You have the right to state objections to the composition of our Board of Governors. Your reasons for objection will be considered by our Board of Governors who will decide whether or not it is appropriate to amend the composition accordingly.

Our Board of Governors will consider the nature of your appeal from your written report. Where necessary, our Board of Governors will request the presence of the relevant auditor during all or part of the meeting. The reports shall be studied and a recommendation from our Board of Governors made accordingly. The meeting shall be minuted.