

# Jenny's Children's clothing customer complaint policy and procedure

Jenny's Children's clothing views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person that has made the complaint.

## Our policy is:

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- To provide a fair complaints procedure this is clear and easy to use for anyone wishing to make a complaint.
- To publicise the existence of our complaints procedure so that people know to whom they should make a complaint.
- To make sure everyone at Jenny's Children's clothing knows what to do if a complaint is received.
- To make sure that all complaints are investigated fairly and in a timely way.
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired.
- To gather information that helps us to improve what we do.

## Definition of a complaint

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A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of Jenny's Children's clothing.

## Where complaints come from

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Complaints may come from any person or organisation who has a legitimate interest in Jenny's Children's clothing.

*This policy does not cover complaints from staff who should use Jenny's Children's clothing discipline and grievance policy.*

## Confidentiality

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All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

## Responsibility

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Overall responsibility for this policy and its implementation lies with the proprietor Mrs Jennifer White.

## Review

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This policy is reviewed regularly and updated as required.

Adopted on:.....

Last reviewed:.....