



Complaints Policy

I. POLICY STATEMENT

1.1 This Policy outlines Kindred LCR CIC's (the "company") approach to complaints handling, to ensure member concerns are treated seriously and that complaints are addressed promptly and in a fair and transparent manner.

1.2 The Company will always try to give the best service possible. However, we recognise that sometimes this does not always happen and that there may be instances where the service falls below reasonable expectation. On such an occasion, you may wish to make a complaint.

1.3 You can complain if you believe that:

- The Company has delayed, made mistakes in, or failed to follow stated processes.
- The Company has failed to give access to information or have given incorrect advice or information.
- The Company have not treated you politely or honestly
- The Company have discriminated against you or not treated you fairly

2. POLICY OBJECTIVES

2.1 The Company is committed to maintaining its responsiveness to the needs and concerns of its members. The Policy is designed to provide guidance on the way in which the Company receives and handles complaints.

2.2 The objective of the Policy is to outline how the Company resolves complaints in an efficient, effective, and professional manner to ensure we maintain our reputation as responsive to members' needs and concerns.

2.3 Efficient management of complaints enables us to identify problems and continuously improve our standards, services, and delivery. This Policy applies to all the Company's Board Members, employees and associates, whether permanent or temporary.



3. DEFINITION OF A COMPLAINT

3.1 A complaint under this Policy is defined as any oral or written expression of dissatisfaction, from, or on behalf of, a person about the provision of, or failure to provide, a service that provided by the Company which alleges that the complainant has suffered (or may suffer) financial loss, material distress or material inconvenience.

3.2 Eligible complainants include: Any person or organisation (the “complainant”) who is dissatisfied with a product or service provided by the Company, for any reason, may contact the Company to complain.

4. COMPLAINTS PROCESS

4.1 There are two stages to the process:

Stage 1 - When a complaint is received it will be acknowledged within three working days and the complainant will be advised who will be responsible for responding. This will typically be the Kindred Director, who will aim to send you a response within 10 working days.

Stage 2 – If the complainant is not satisfied with the initial response received and can outline the reasons, the complaint can be escalated to stage 2 of the complaints process. This will be acknowledged within three working days and a Kindred Board member will be responsible for Stage 2 complaints.

4.2 The Company may find that the problem can be resolved quickly by an initial phone call on either of the complaint’s stages. However, if this is not possible the Company will make every effort to respond within the timescales and will keep the complainant informed of any delay should the investigation take longer than anticipated.

5. APPEALING AN INVESTMENT DECISION

5.1 If the complaint is concerning an investment decision you should follow the complaints procedure above. An investment decision will only consider an ‘appeal’ if:

- when investigating a complaint, it is discovered that the Company did not correctly follow procedures
- the complainant can show that we have misunderstood a significant part of the application
- the complainant can show that we the Company did not take notice of relevant information

5.2 The Company will always aim to provide an appropriate level of feedback to unsuccessful applicants. Once applicants have addressed any issues/areas raised as part of this feedback they are welcome to submit an application, subject to funds being available.



6. RECORD KEEPING

6.1 The Record Keeping Policy sets out the requirements for maintenance of records. Care must be taken to ensure that all material relating to the resolution of a complaint is retained. A complaint file must include any correspondence to/from the complainant in relation to the complaint and any documents/backup information pertinent to the complaint and its resolution/outcome.

Policy Name	Version	Developed by	Amended y/n	Review Date
Complaints	2	JVDM	Y	January 2024

