



**Title:** Feedback: Compliments and Complaints Procedure (for external)

**Date:** 3 February 2023

**Document No:** XP107 E

**Revision:** 10.7

**Owner:** Director of Corporate Affairs

**Approver:** BRE Group Quality Manager

## 1.0 Introduction

BRE believes that feedback is key to continuous improvement. By monitoring feedback and learning lessons from what our customers say about the services we offer we can ensure improvements are achieved and maintained. This document outlines how feedback can be provided, and the process used by BRE to manage feedback.

## 2.0 Definitions

### Compliment

Any expression of satisfaction made to or about BRE by an external party, related to our products, services, or personnel.

### Complaint

Any expression of dissatisfaction, doubt or disappointment made to or about BRE, related to our products, services, personnel, or the complaints-handling process itself, where a response or resolution is explicitly or implicitly expected. Additionally, where there is evidence of misuse of our intellectual property this will also be considered under this definition.

### Criticism

An expression of a negative opinion or comment on a topic. No immediate action is taken. However, it may assist with identifying issues.

### Appeal

A request made by the provider of an object or system for reconsideration by BRE of a decision made relating to:

- the object of conformity assessment (certification) or
- the object that has been tested or assessed

Appeals arise only from a decision to refuse or revoke certification (including certification suspension and withdrawal) or a decision related to testing or assessment.

A complaint or appeal does not affect any legal rights a party might otherwise have under contract or otherwise available in law.

Please contact the BRE Group Quality Manager ([BREGroupQuality@bre.co.uk](mailto:BREGroupQuality@bre.co.uk)) for further information about the Appeals procedure.



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### **3.0 How to submit feedback**

Feedback can be submitted in writing to [BREGroupQuality@bre.co.uk](mailto:BREGroupQuality@bre.co.uk) or to the Group Quality BRE, Bucknalls Lane, Garston, Watford, WD26 9XX. Alternatively, you can complete our online enquiry form [here](#).

We aim to acknowledge all feedback within 1 working day from date of receipt.

#### **What you can expect from BRE**

We take customer complaints very seriously and will therefore review all complaints thoroughly by qualified colleagues in a timely fashion.

A dedicated team of individuals have been appointed to coordinate and independently investigate all complaints received by BRE. The process for handling complaints is outlined in Appendix 1.

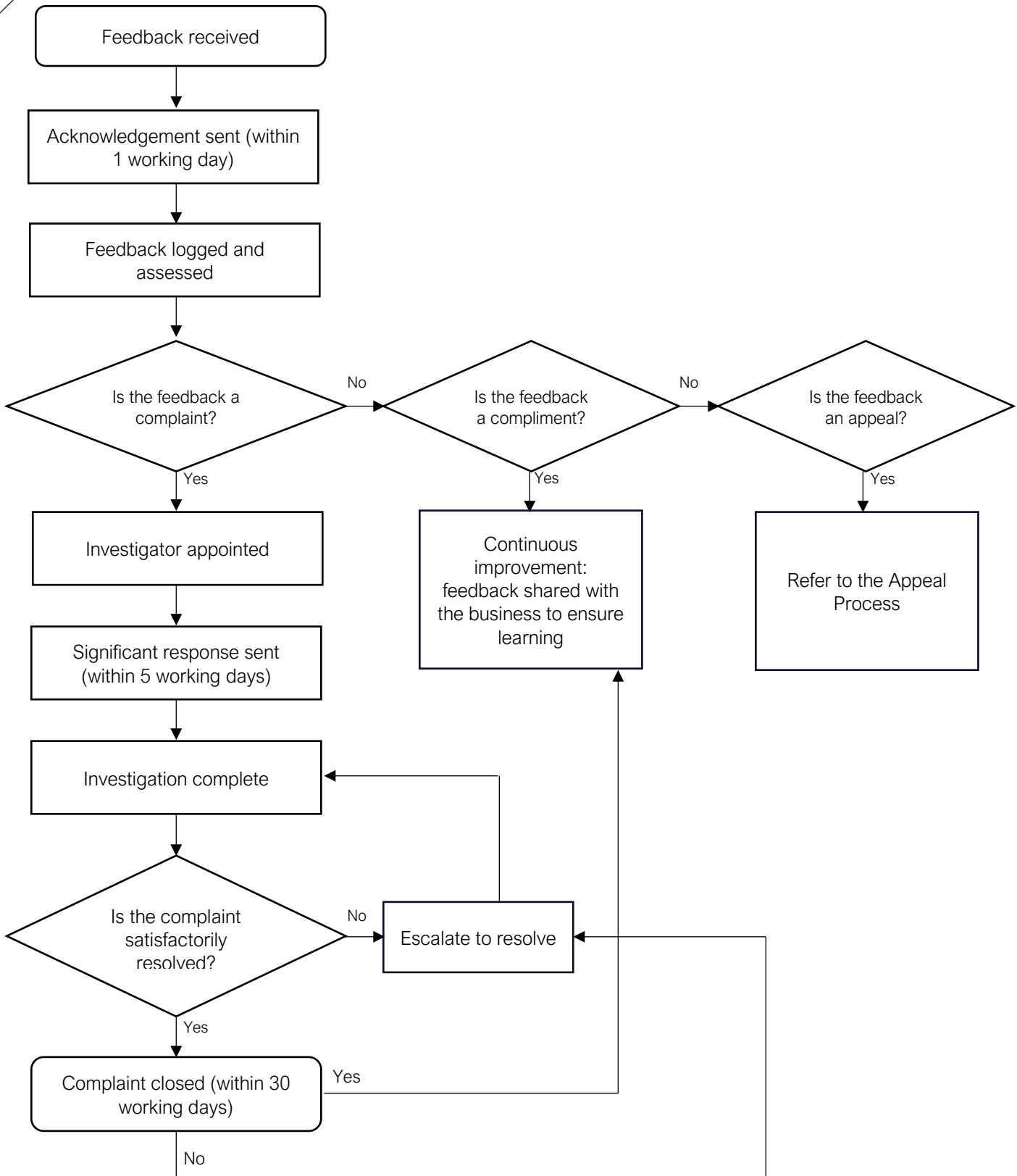
You can expect a significant response from us within 5 working days, stating our action plan for managing your complaint, and we aim to close all complaints within 30 working days.

Should you believe your complaint is not being dealt with as expected we have a clear escalation procedure in place, which includes third party organisations if required and can be accessed by emailing [BREGroupQuality@bregroup.com](mailto:BREGroupQuality@bregroup.com)

All feedback is regularly monitored and reviewed by the Director of Corporate Affairs and BRE Group Quality Manager to inform trends and best practice that can be implemented within the business and shared with relevant business areas.



### Appendix A – Complaints Process Map





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#### 4.0 Amendment History

Revision No	Amendment Details	Date
10.6	Transferred to Branded TP100 template.	23/11/2021
10.7	Transferred to branded TP100 A template, which is structured, reviewed and updated as applicable	Feb 2023