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16.01.2026	2026013	Annual review – corrected 'accreditation' with 'certification', defined NPS, nonconformity, corrective and preventative actions. Updated Categories of Complaints and Procedure subheading to align with internal Non-Conformance and Complaints Procedure.
12.08.2026	2026084	Added 'Record Keeping' section and updated Supporting Documentation

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Signed			
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03.03.2025	2024122	Jessie Kelly	Legal & Commercial Manager
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Introduction

Bytes Software Services (Bytes/Company) is committed to delivering exceptional service and building honest, open and trusted relationships with our customers, suppliers and vendors. Feedback, including compliments, suggestions and complaints, plays a vital role in maintaining high standards, protecting customer trust, and driving continual improvement across our services.

Complaints are recognised as valuable opportunities to identify issues, address concerns, and improve the quality of our products, services and processes. Bytes is committed to handling complaints fairly, consistently, confidentially and transparently, ensuring all concerns are taken seriously and addressed in a timely and professional manner.

Purpose

This policy establishes a clear, consistent and transparent framework for managing complaints from customers and other interested parties. It defines the process for reporting, investigating, resolving and recording complaints, as well as the roles and responsibilities of those involved.

While some concerns may be resolved informally, all complaints must be reported to and logged by the Bytes Compliance Team and managed as nonconformities within the Quality Management System (QMS). This ensures appropriate oversight, supports risk management, facilitates effective resolution, enhances customer satisfaction and enables complaints to contribute to continual improvement.

Key Objectives

- **Compliance and Accountability**: Ensure all complaints are managed in line with applicable legal, regulatory and internal requirements, demonstrating accountability, transparency and a commitment to fair outcomes.
- **Timely Response**: Acknowledge and log all concerns and complaints promptly to support efficient and effective resolution.
- **Clear Communication**: Frequently and transparently communicate with customers throughout the complaint investigation process to uphold rapport.
- **Confidentiality and Integrity**: Protect the privacy of all individuals involved and handle each complaint professionally, respectfully and without bias.
- **Root Cause Analysis (RCA)**: Conduct thorough investigations to identify the underlying causes of complaints.
- **Corrective Actions:** Implement appropriate corrective actions to address identified issues and minimise the risk of recurrence.
- **Continuous Improvement**: Maintain accurate records of complaints and resolutions to monitor trends, support risk assessments, and inform improvements to our products, services and processes.

- **Training and Development**: Provide ongoing staff training on complaint handling and customer service best practice to ensure consistent, high-quality responses.
- **Regular Reviews**: Review this policy annually to ensure it remains effective, relevant and aligned with best practice. Insights from customer feedback, including NPS survey data, will inform this review and support Bytes' Management Reviews and Vendor/Supplier Reviews.

Scope

Bytes' Complaints Policy supports our ISO certifications and forms an integral part of our QMS, Systems Manual, KPIs, strategic vision, stakeholder engagement activities, and supplier/vendor relationships.

This policy applies to all employees, suppliers, and subcontractors involved in delivering or supporting Bytes' services. It also applies to complaints received from customers and other interested parties regarding the Company's services, activities or conduct.

The policy demonstrates our commitment to customer satisfaction by ensuring feedback and complaints are acknowledged, investigated and addressed appropriately, helping to improve the quality of our services and overall customer experience. The policy is communicated to all employees through Compass, shared with suppliers and subcontractors, and made publicly available upon request.

Policy

Terms of Reference

Title	Definition
Complaint	A formal expression of concern or dissatisfaction about the products and/or services provided by Bytes. Complaints may be raised in any form, including face to face, by phone, email or in writing. All complaints are formally acknowledged, documented and managed through a structured resolution process to ensure a fair and timely outcome.
Expression of Dissatisfaction	Any indication that a customer or stakeholder is unhappy, even if it is informal or does not use the word "complaint." These may include comments or feedback that highlight concerns but do not necessarily require a formal complaint process. Where appropriate, expressions of dissatisfaction may be resolved immediately without escalation.

Net Promoter Score (NPS)	A customer feedback metric that measures how likely customers are to recommend Bytes on a scale of 0 to 10. Responses are categorised into Promoters, Passives and Detractors to produce an overall score. NPS insights help identify strengths, areas for improvement and early signs of issues that may lead to complaints.
Complainant	The individual raising or submitting a complaint.
Complaint Handlers	Individuals responsible for managing and responding to complaints. All complaints are formally recorded in accordance with the established complaints procedure, acknowledged, and shared with the relevant line managers for appropriate action. Complaints are also reported to top management to ensure effective oversight, accountability and continuous improvement.
Nonconformity	Any issue raised by a customer or supplier that indicates a deviation from expected performance, quality or service levels.
Root Cause Analysis (RCA)	A systematic method used to identify the underlying causes of a problem or complaint. Understanding these root causes enables the company to implement effective corrective actions that prevent recurrence and support continual improvement.
Corrective Actions	Actions taken to eliminate the root cause of a problem or nonconformity to prevent its recurrence. This involves identifying and documenting the issue, determining the underlying cause, and implementing effective solutions.
Preventative Actions	A proactive approach used to identify and address potential issues before they occur, reducing the likelihood of future problems or nonconformities.

Key Principles

- **Customer Satisfaction and Retention**: Resolving complaints through clear and honest communication within 30 days enhances customer satisfaction, strengthens relationships, and supports long-term loyalty.
- **Reputation Management**: Professional complaint handling enhances Bytes' reputation by demonstrating our commitment to resolving issues and maintaining strong customer relationships.
- **Risk Management**: Addressing concerns early helps prevent escalation, reducing the risk of legal issues, service disruption, or negative publicity.
- **Continuous Improvement**: Complaint feedback helps us identify recurring issues and drive improvements to our products, services, and overall customer experience.
- **Employee Development**: Managing complaints helps employees strengthen problem solving and customer service skills, supporting high standards of service across the business.

Categories of Complaints

Complaints may be logged for various reasons, including but not limited to:

- **Data Protection and GDPR Complaints**: Concerns relating to data protection or confidentiality breaches should be emailed to GDPR@bytes.co.uk. For all other issues, please use Compliance@bytes.co.uk.
- **SLA Failures**: Delays in service delivery, unmet performance commitments, or failure to meet agreed support levels.
- **Billing or Invoicing Issues**: Incorrect charges, disputed invoices or other payment related concerns.
- **Contract or Agreement Issues**: Misunderstandings regarding contract terms, renewals, cancellations or service commitments.
- **Staff Conduct**: Negative experiences with Bytes employees, such as inappropriate behaviour or unwanted contact.
- **Product Delivery**: Late deliveries, incorrect items, or missing components.
- **Product Quality**: Defects, malfunctions or performance issues with supplied products.
- **Poor Service**: Unprofessional behaviour, inadequate assistance or delays in responding to inquiries.
- **Miscommunication**: Issues arising from unclear, inconsistent, incomplete, or incorrect information that led to confusion, misunderstanding, or a negative customer experience.
- **System Operation and/or Reliability Issues**: Downtime, crashes, slow performance or connectivity problems.
- **Accessibility Barriers**: Issues that prevent individuals from accessing or effectively using services, systems, or support due to accessibility, usability, or format-related limitations.
- **Supplier-Associated Complaints**: Concerns arising from supplier performance or conduct, including issues such as lack of responsiveness, service disruptions caused by supplier system outages, or failures that affect service quality or delivery.

Responsibilities

Bytes' Responsibilities

Bytes is responsible for acknowledging, responding to, and addressing complaints in a timely, reasonable, and sensitive manner. Employees must adhere to this policy, act in the best interests of our customers, and be able to recognise a complaint, whether justified or not, even when the terms "complain", or "complaint" are not explicitly used.

Key Roles and Responsibilities:

- **Account Managers**: Customer-facing role responsible for delivering consistently high-quality customer service.
- **Customer Relationship & Support**: Maintains strong customer relationships and supports effective communication throughout the complaint process.
- **Mangers/Line Managers**: Conduct RCAs as directed by the Compliance Team and implement and manage corrective and preventative actions (CAPA) to reduce the likelihood of recurrence.
- **Compliance Team**: Supports employees throughout the complaints process, ensuring that all complaints are logged, monitored, investigated, and resolved in accordance with company policies and applicable regulatory requirements.

Complaint Handling Process

- **Reporting and Escalation**: All complaints or concerns received directly from customers, suppliers, or vendors must be forwarded immediately to Compliance@bytes.co.uk for logging and management. Early reporting ensures issues are formally recorded, tracked, and handled in accordance with established procedures.
- **Acknowledgement and Management**: The Compliance Team oversees the end-to-end management of complaints, including issuing written acknowledgement within five working days. The team provides guidance throughout the process, ensures all relevant information is recorded accurately, and maintains communication with the complainant and relevant stakeholders.
- **Investigation and Root Cause Analysis (RCA)**: The Compliance Team coordinates investigations and works with relevant departments to determine appropriate CAPA. Where additional time is required to complete an investigation, the complainant will be informed accordingly.
- **Resolution and Closure**: Appropriate CAPA will be implemented, monitored, and communicated to relevant parties. Wherever possible, complaints should be fully addressed and closed within 30 days.
- **Timely Response and Swift Action**: Prompt reporting and effective management of complaints help prevent escalation, minimise risk to the company, and support fair and positive outcomes for all parties involved. Early reporting provides an opportunity to

strengthen customer, supplier, and vendor relationships by enabling issues to be resolved before they escalate or become more significant.

Complainant's Responsibilities

Complainants should submit complaints in writing via email to Compliance@bytes.co.uk. Concerns should be raised promptly and include a clear and detailed explanation of the issue(s), any actions already taken, and the outcome the complainant is seeking. Complainants are asked to allow Bytes reasonable time to address the matter and understand that some circumstances may be outside the company's control.

Except in exceptional circumstances, every attempt will be made to ensure that both the complainant and Bytes maintain confidentiality. However, the circumstances giving rise to the complaint may be such that it may not be possible to maintain confidentiality. Should this be the case, the situation will be explained to the complainant.

Record Keeping

Bytes will maintain accurate and complete records for all complaints received, including:

- The date and time the complaint was received.
- The complainant's name and contact details
- Where applicable, evidence of identity verification
- A summary of the complaint, together with copies of all correspondence and supporting documentation.
- Details of the investigation undertaken, including the associated RCA and any internal findings.
- The final outcome of the complaint and any CAPA implemented.

All complaint records will be handled confidentially and retained for a minimum period of six years from the date the complaint is closed, in accordance with the Company's Data Retention Policy and applicable legal and regulatory requirements.

Training

Staff complete mandatory onboarding training with annual refreshers, along with role-specific training where relevant, to maintain understanding of Bytes' processes and expectations.

Supporting Documentation

- POL047 - Quality Policy.pdf
- POL010 – Information Security Policy

- POL024 - Data and Information Policy.pdf
- POL057 - Privacy Policy and Cookie Notice.pdf
- POL071 - Fair Processing Notice for Staff.pdf *Internal use only.
- PRO020 – Subject Access and Erasure Request
- PRO006 - Non-Conformances, Complaints and Corrective Actions Procedure.pdf *Internal use only.
- QMF10 – Root Cause Analysis *Internal use only.
- REC024 – Incidents, Non-Conformance & Corrective Action Register *Confidential. Access restricted to the Bytes Compliance Team.