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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.

We ensure our feedback and complaints process is clear, accessible and easy to use. Complaints are acknowledged promptly, with written confirmation provided within five working days. We aim to fully resolve all complaints within 30 days and will keep complainants informed if additional time is required for more complex matters. Responding promptly and effectively demonstrates our commitment to integrity, accountability and customer-focus.

The Company maintains clear and accurate records of complaint investigations and outcomes to support good governance, strengthen customer confidence, and contribute to operational excellence and long-term loyalty.

Purpose

This policy establishes clear and consistent guidelines for managing complaints from all interested parties. It defines the categories of complaints and provides a structured process for both Bytes employees and complainants to ensure that all concerns are handled fairly, promptly and transparently.

Although many issues can be resolved informally, all complaints must be logged with the Bytes Compliance team and treated as a form of nonconformity to ensure effective oversight and support risk mitigation. This approach enables the company to use complaints as a source of learning, forming an integral part of our Quality Management System (QMS) and demonstrating our commitment 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 is a core component of our Systems Manual, KPIs, strategic vision, stakeholder engagement, and supplier/vendor relationships. It applies to all employees, suppliers, and subcontractors involved in delivering or supporting our services. The policy demonstrates our commitment to valuing customers by ensuring their feedback is heard and acted upon, improving the quality of their overall experience with our services. It is communicated to all employees through Compass, shared with suppliers and subcontractors, and made available to the public 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.

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 lead 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.

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.

Responsibilities

Bytes' Responsibilities

Complaint Handling Process

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 used.

Key Roles Involved:

- **Account Managers:** Customer-facing role responsible for delivering consistently high-quality customer service.
- **Customer Relationship & Support:** Engages with customers to maintain strong relationships and support effective communication.
- **Mangers, Line Managers:** Conduct RCAs as directed by the Compliance Team and manage preventative actions to reduce the likelihood of recurrence.
- **Compliance Team:** Supports employees throughout the complaints process, ensuring all complaints are logged, monitored, and resolved in line with company policies and regulatory requirements.

Procedure

- **Reporting Requirements:** All complaints or concerns received directly from customers, suppliers, or vendors must be forwarded immediately to Compliance@bytes.co.uk so they can be logged and managed appropriately. Early reporting ensures issues are formally logged, tracked, and handled in line with established procedures.
- **Compliance Oversight:** The Compliance Team oversees the end-to-end management of complaints, including issuing written acknowledgement within five working days, and provides guidance throughout the process to ensure all necessary details are recorded. The team maintains communication with the complainant and relevant parties, including notifying them if additional time is required, and ensures that corrective and preventive actions are implemented and communicated effectively within 30 days.
- **Swift Action:** Prompt reporting prevents escalation, reduces risk to the company, and supports positive outcomes for all parties involved.

Remember:

Reporting concerns or complaints from third parties is an opportunity to strengthen relationships and resolve issues before they escalate. Early reporting prevents more significant problems down the line and enhances our relationships.

Training

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

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.

Supporting Documentation

- [POL047 - Quality Policy.pdf](#)
- [PRO006 - Non-Conformances, Complaints and Corrective Actions Procedure.pdf](#) *Internal use only.
- [POL039 - Speak Up Policy.pdf](#)