

## **R.T. BRISCOE (NIGERIA) PLC COMPLAINTS MANAGEMENT POLICY**

### **1. PURPOSE**

The purpose of this Complaints Management Policy is to ensure that R.T. Briscoe achieves excellence in complaints management. This policy applies to all participants in the Complaints Management process, including R.T. Briscoe, its staff and agents, its shareholders, customers and interested third parties. The purpose of this Policy is to:

- provide an avenue for customer communication and feedback;
- recognise, promote and protect the customer's rights, including the right to comment and provide feedback on service;
- provide an efficient, fair and accessible framework for resolving complaints and monitoring feedback to improve service delivery;
- inform customers on the customer feedback handling processes; and
- provide staff with information about the customer feedback process.

### **2. DEFINITION OF A COMPLAINT**

A complaint is an expression of dissatisfaction made to R.T. Briscoe related to its products, services or the performance, behaviour and conduct of staff, or the complaints handling process itself, where a response or resolution is explicitly or implicitly expected. A complaint may be made in person, by phone, fax, email or in writing.

### **3. POLICY STATEMENT**

**3.1** R.T. Briscoe is committed to resolving complaints by applying the following principles through the complaints handling process in an equitable, objective and unbiased manner -

- Openness to ensure both R.T. Briscoe staff and complainants understand the complaints handling process;
- Impartiality to ensure a balanced consideration of all information and evidence is undertaken before a complaint can be resolved without fear or favour;
- Confidentiality to ensure the complainants and customer's identities are protected;
- Accessibility to ensure all parties concerned are aware of the complaints handling process and the lodged complaints progress;
- Completeness to ensure all available information and evidence has been collected from both sides;
- Equity to ensure equal treatment to all people; and
- Sensitivity to ensure each case is considered on its merits, paying due care to individual differences and needs.

3.2 The Complaint Management Policy is based on the following principles:

- Complainants should be encouraged to voice their concerns at the point of service as soon as they feel unsatisfied. Staff may then be able to resolve the matter without delay;
- wherever possible, complaints should be resolved at the point from which they originate;
- information about how and where to complain should be well publicized to customers, shareholders, staff and other interested parties;
- Complaint management mechanisms should be easily accessible to all complainants; and
- The process should be easy to find, use and understand.

#### 4. IMPLEMENTATION

##### 4.1 Responsibilities

All staff of R.T. Briscoe shall be responsible for receiving customer feedback and are to give priority to assist in the resolution of customer complaints. They will resolve minor verbal complaints where appropriate or refer more serious verbal or written complaints directly to their immediate Supervisor.

##### 4.2 General Managers

General Managers shall ensure that the Complaints Management Policy is implemented in their respective Divisions and -

- advise the Managing Director of the nature of any major complaints and action taken or to be taken;
- document all complaints received and how they were resolved, including any changes that may be required to delivery of service; and
- Review and investigate all unresolved complaints.

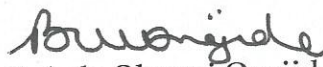
##### 4.3 Managing Director


The Managing Director will take overall responsibility for any complaints and have them addressed through General Managers as appropriate.

##### 4.4 Electronic Complaints Register

R.T. Briscoe shall maintain an electronic Complaints Register of complaints by shareholders which shall be updated monthly contain the following details:

- i. Name of the complainant
- iii. Nature of complaint
- iii. Status and dates of resolution of the complaint

  
Bukola Oluseyi Onajide  
Managing Director/CEO

  
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Company Secretary