

**MCC Ltd**  
**27-31 Earle Street, Newton-Le-Willows**  
**Merseyside • WA12 9LW**  
**Tel 01925 444499 • Fax 01925 417100**  
**Email [sales@mccdigital.com](mailto:sales@mccdigital.com) • [www.mccdigital.com](http://www.mccdigital.com)**

## MCC Digital: Complaints Procedure

MCC Digital Ltd is committed to providing a quality service and working in an open and accountable way that builds trust and respect. One of the ways in which we can continue to improve our service is by listening and responding to the views of our customers, and in particular by responding positively to complaints, and by putting mistakes right.

Therefore we aim to ensure that:

- making a compliment or complaint is as easy as possible
- we welcome compliments, feedback and suggestions
- we treat a complaint as a clear expression of dissatisfaction with our service which calls for an immediate response
- we deal with it promptly, politely and, when appropriate, confidentially
- we respond in the right way - for example, with an explanation, or an apology where we have got things wrong, or information on any action taken etc.
- we learn from complaints, use them to improve our service, and review annually our complaints policy and procedures
- We recognise that many concerns will be raised informally, and dealt with quickly.

Our aims are to:

- resolve informal concerns quickly
- keep matters low-key
- enable mediation between the complainant and the individual to whom the complaint has been referred

This policy ensures that we welcome compliments and provide guidelines for dealing with complaints from members of the public about our services, facilities, staff and volunteers.

### Definitions

A compliment is an expression of satisfaction about the standard of service we provide. A complaint is defined as any expression of dissatisfaction, however, it is expressed. This would include complaints expressed face to face, via a phone call, in writing, via email or any other method. All staff should have sufficient knowledge to be able to identify an "expression of dissatisfaction" even when the word "complain" or "complaint" is not used.

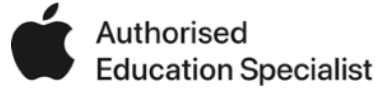
### Responsibilities

MCC Digital's responsibility will be to:

- acknowledge the formal complaint in writing;
  - respond within a stated period of time;
  - deal reasonably and sensitively with the complaint; and
- take action where appropriate.

A complainant's responsibility is to:

- bring their complaint, in writing, to MCC Digital's attention normally within 8 weeks of the issue arising;
  - raise concerns promptly and directly with a member of staff in MCC Digital
- explain the problem as clearly and as fully as possible, including any action taken to date;
- allow MCC Digital a reasonable time to deal with the matter, and recognise that some circumstances may be beyond MCC Digital's control.



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## MCC Digital Complaints Procedure

Written records must be made by MCC Digital at each stage of the procedure.

### Stage 1

In the first instance, staff member(s) must establish the seriousness of the complaint. An informal approach is appropriate when it can be achieved. But if concerns cannot be satisfactorily resolved informally, then the formal complaints procedure should be followed.

### Stage 2

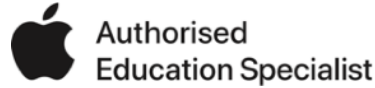
If the complaint cannot be resolved informally, the member of the public should be advised that a formal complaint may be made and the following procedure should be explained to them. It may sometimes be appropriate for a different member of staff, preferably a member of the Management Team, to make this explanation.

- a) A formal complaint can be made either verbally or in writing. If in writing the attached form should be used. If verbally, a statement should be taken by a member of the Management Team, staff member or a supervisor.
- b) In all cases, the complaint must be passed on to senior management. In the event of a complaint about senior management the complaint should be passed to a Company Director and if the complaint is about the Company Director this must be passed on to an alternative Company Director.
- c) The member of senior management or Company Director depending on the nature of the complaint, must acknowledge the complaint in writing within one week of receiving it.
- d) One of the above will investigate the complaint. Any conclusions reached should be discussed with the staff member involved and their Line Manager.
- e) The person making the complaint will receive a response based on the investigation within four weeks of the complaint being received. If this is not possible then a letter must be sent explaining why.

### Stage 3

- a) If the complainant is not satisfied with the above decision then a working group will be formed to discuss the issue further.
- b) The working group will examine the complaint and may wish to carry out further interviews, examine files / notes. They will respond within four weeks in writing.

Their decision will be final.



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## How we invest

### Employee volunteering:

MCC has a scheme to allow staff to take 1 days of company time for volunteering activities and business divisions are encouraged undertake relevant community activities, with our key charity partner, as team building exercises. Individuals are also encouraged to volunteer with our key charity partner, but are free to devote time to other relevant charities, if approved by management.

### Assistance in kind:

MCC provides assistance in kind such as meeting room space, as well as contributing to research exercises, seminars and other such events. We can also work via our charity partners to offer opportunities such as work experience and career guidance to those in need such as people affected by homelessness.

We publicise the work of our partner charities to our tenants and customers in the hope that they may also become involved, either through financial donations or by volunteering their time. Some of our customers may also have the need of support from these charities.

### Cash donations:

We support our charitable partners with financial assistance which can either take the form of funding for specific projects and appeals, or regular contributions. The budget for this is agreed on an annual basis by our Director Chris Wiseman, who is advised by our Senior Management team.

### Measuring our impact:

To ensure our money is put to best use, at the end of each financial year, we total our various types of giving as follows;

- Cash donated by MCC
- Money given to key charity partner
- Money donated to other causes
- Sponsorship of staff charitable activities
- Employee Volunteering Donations in kind
- Money raised by staff for their chosen charities.

Dave Bond  
Managing Director