



# Sunbelt Rentals Limited

## Complaints Policy

### Introduction

*“A complaint is an expression of dissatisfaction, whether oral or written, and whether justified or not, from or on behalf of an eligible complainant about the Company’s provision of, or failure to provide, an acceptable standard of service or behave in an acceptable manner or where a response is expected.”*

Sunbelt Rentals Ltd welcomes complaints as an important tool to assist us in improving the way we serve our customers, employees, supply chain, third party, interested parties and others. It is the company’s aim to provide all complainants with a fair, consistent and structured process, which will provide a resolution, wherever possible, for any failures in the delivery of our services.

The monitoring, evaluation and reporting of information obtained through complaint handling are the responsibility of Sunbelt Rentals Ltd Customer Success Team, specifically the Head of Customer Experience.

### 1. Policy Aims & Objectives

Our aims and objectives of this complaints policy are:

- a. To comply with procedures, associated policies, directives and appropriate legislation
- b. To improve the quality of the service we provide
- c. To improve relationships with our customers, employees, supply chain, third party, interested parties and others
- d. To gain and maintain a reputation as a business that delivers service excellence
- e. To identify business failures and rectify them reasonably, professionally and quickly
- f. To identify trends and monitor complaints to improve service delivery
- g. To remove unnecessary barriers in making a complaint
- h. To ensure all employees are aware of the complaints policy and how to deal with complainants professionally
- i. To ensure all managers take responsibility for all complaints raised to them in line with the company directive
- j. To ensure all employees record complaints through the Complaint Manager system and allocate as per the company directive
- k. To encourage best practice by all employees
- l. To ensure Information collected from the recording and handling of complaints will be analysed and reported back to the business.
- m. To ensure the Company will use the investigation and resolution of any complaint as a positive method of monitoring performance and improving our service through evaluation reporting
- n. To ensure data collected through the evaluation & analysis-reporting systems will be used, wherever necessary, to performance manage those individuals who continually fail to achieve or maintain expected standards

- o. To ensure information collected and reported will be made available for the annual management reviews
- p. The Company expects its employees to be treated with courtesy and respect. Sunbelt Rentals Ltd employees who directly experience aggressive or abusive behaviour from a complainant have the authority to deal immediately with that behaviour and inform the Police if necessary.

## 2. Unacceptable Actions by Complainants

The Company will take action to restrict complainants that fall into the following categories:

### **VIOLENT, ABUSIVE OR AGGRESSIVE BEHAVIOUR TOWARD EMPLOYEES**

There is a difference between aggression and anger, and it is not acceptable when anger escalates into aggression directed towards company employees. Violence is not restricted to aggression that may result in physical harm; it also includes behaviour or language (written or oral) which may cause employees to feel intimidated, threatened or abused.

### **UNREASONABLE DEMANDS / UNREASONABLE PERSISTENCE / VEXATIOUS COMPLAINTS**

Examples include – demanding responses within an unreasonable timescale, insisting on seeing or speaking to a particular employee or officer of the company; continual telephone calls or letters; repeatedly changing or adding to the substance of a complaint, or raising unrelated concerns.

The company reserves the right to decline to investigate such complaints. Any decision will be the subject of a review by the Head of Performance Standards or the Head of Customer Experience dependent upon the issue(s) concerned.

## 3. Exceptions

Complaints must be reported to the business within one month of the incident arising. The company reserves the right to dismiss any complaint relating to an incident older than one month.

In support of this policy and to ensure that the handling and resolution of complaints by the business is deemed fair, a copy of this policy may be made available to anyone who requests it.

For allegations of financial impropriety; these must be referred to the Performance Standards department.

Complaints alleging criminal activity; these must be referred to the Performance Standards department and where appropriate, the Police.

Complaints relating to Damage & Loss Waiver must be raised to Andrea Scott-Cox [andreascottcox@sunbeltrentals.co.uk](mailto:andreascottcox@sunbeltrentals.co.uk). Details can be obtained from your local Sunbelt Rentals Ltd depot or by contacting the Customer Experience team on 01543 364121 or [yourviews@sunbeltrentals.co.uk](mailto:yourviews@sunbeltrentals.co.uk)



**Phil Parker**  
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