

## COMPLAINTS POLICY STATEMENT

Like Technologies Limited provides electronic design and repair services, control system support, software development and obsolescence management solutions for industry. We view complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person or organisation that has made the complaint. Complaints are defined as any expression of dissatisfaction about any aspect of the company or its activities.

The principle objectives of our complaints policy are:

- To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint
- To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint
- To make sure all management and employees know what to do if a complaint is received
- To make sure all complaints are investigated fairly and in a timely manner
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired
- To gather information which helps us to improve the services and products which we offer

Complaints may come from any person or organisation who has a legitimate interest in the company. A complaint can be received verbally, by phone, by email or in writing. (This policy does not cover complaints from staff, who should use Like Technologies Limited's Discipline and Grievance policies).

### **Confidentiality**

*All complaint information will be handled sensitively, sharing information with only necessary personnel and following any relevant data protection requirements.*

This policy was endorsed by the Managing Director of Like Technologies Limited and will be communicated throughout the company and to all interested parties. It will be reviewed regularly and updated as required. Overall responsibility for this policy and its implementation lies with the senior management team.

Signed:



Position: Managing Director

Date: 24/02/2025