



Feedback, Disputes and Complaints Policy

Version	V1.0
Last Updated	4 th November 2021
Next Review Due	November 2022

Contents

Feedback and Complaints	3
Purpose	3
What is a Complaint?	3
How to Complain	4
What to Include?	4
Process	4
Action and Response	5
Further Appeal	6
Disputes relating to contract renewals which are not formal complaints	6
Signposting	6
Filing of Documentation	6

Feedback and Complaints

Purpose

We encourage all our customers to give us as much constructive feedback as possible. While we appreciate compliments, we value complaints just as much. Complaints allow us to identify where we can build improvements into our policies, processes and procedures and help us to address our customer's needs.

What is a Complaint?

We define a complaint as a written expression of dissatisfaction with the standard of our service or products, submitted in line with our complaints policy, which requires a response. For example, customers or stakeholders could submit complaints on the following:

1. Product - including but not limited to:
 - a. Functionality
 - b. Reliability
 - c. Availability
 - d. Compatibility
2. Quality of service - including but not limited to:
 - a. Professionalism
 - b. Communication
 - c. Availability
 - d. Knowledge and skill of staff
 - e. Response timeliness
3. Data - including but not limited to:
 - a. Quality and accuracy
 - b. Security
 - c. Use of data
 - d. Personal data (covered under GDPR legislation and policies)
4. Pricing - including but not limited to:
 - a. Accuracy
 - b. Communication
 - c. Transparency

Complaints with regards to annual contract fees would not fall under this complaints policy and would need to be dealt with separately under normal commercial negotiation directly with our Contracts Manager.

How to Complain

All complaints should be submitted in writing to farmplanaccounts@proagrica.com and should state that they are a complaint in line with the Farmplan complaints process.

We encourage all parties to address any complaints to us as soon as possible as this provides the greatest opportunity for Farmplan to respond.

What to Include?

Please supply us with as much information as possible that relates to your issue.

Please include:

- Name(s) of the party or parties involved and preferred contact information.
- Details of relevant information you would like considered, including particulars such as dates, timelines etc.
- Details of specific actions or data in dispute.
- Details of any apparent failure by Farmplan staff to adhere to Compliance Policies.
- Details of any failure in any other aspect of our service.
- Copies of any documents in support of the complaint.
- Details of any previous correspondence held with Farmplan staff on the issue in question.

If Farmplan does not receive enough information to progress your complaint, then it will request that you provide more information to enable the investigation to continue. As this is likely to delay the process, we encourage complainants to provide as much information at the beginning of the process as possible.

Process

All complaints and further correspondence will be logged, and all correspondence will be archived in a central complaints register for at least 5 years.

Complaints will be investigated fairly, in a timely manner and will be dealt with in confidence.

In all cases, an investigation into a complaint will be conducted independently of any personnel who may be involved in the subject of the complaint.

Stage 1

Farmplan will acknowledge receipt of the complaint within two working days and the Business Operations Manager will provide contact details for the Farmplan employee tasked with investigating the complaint.

The person responsible for investigating the complaint will provide at least an initial response within 7 days of this initial notification. If we need more time to provide a detailed response, we will indicate this in the initial response, and provide an interim report on the status of our efforts.

All substantial complaints will be immediately escalated to higher levels in the organisation (Stage 2).

By the end of Stage 1 the complainant will be provided with a detailed written response to their complaint.

This stage will last no more than 21 days.

Stage 2

Where the complainant is unhappy with the response from Farmplan and/or when an unresolved complaint is more than 21 days old then the complaint will be escalated to a higher level in the organisation.

By the end of Stage 2 the complainant will be provided with a detailed written response to their complaint.

This stage will last no more than 14 days.

Stage 3

Where the complainant is unhappy with the response from Farmplan and/or when an unresolved complaint is more than 35 days old then the complaint will be escalated to the responsible senior manager.

By the end of Stage 3 the complainant will be provided with a detailed written response to their complaint and a final confirmed position. At this time, details will be provided of the 'Further Appeal' mechanism.

This stage will last no more than 14 days.

All complaints will be treated in the strictest confidence, but in some circumstances, Farmplan may need to verify details of transactions or trading negotiations with counter- parties.

We are committed to dealing with complaints quickly, however the period required to follow up on complaints can vary on a case-by-case basis.

Action and Response

Farmplan staff responding to complaints will always ensure that written responses to complaints are checked by management.

Managers checking complaint responses should always ensure that serious issues are escalated to senior managers.

Further Appeal

In the event that a customer believes their complaint has not been dealt with appropriately a further appeal can be made. Where a further appeal is made Farmplan, will refer the complaint to the RSG Group Risk and Compliance Team.

Please note, that the compliance function is responsible for ensuring that Farmplan implements its processes and policies in a consistent and correct manner including where these are subject to regulatory oversight but has no jurisdiction over the content of the processes or policies themselves in so far as they are consistent with relevant laws and regulations.

Disputes relating to contract renewals which are not formal complaints

Disputes as to contract pricing and fees, which are not formal complaints, shall be resolved by Farmplan's contract manager, following the same general standards as a complaint. Where such a dispute cannot be resolved during the initial contact then the complainant will be referred to the complaints process.

Signposting

All Farmplan staff should be sensitive to a customer's wish to complain about the service they receive and should assist them to understand the process for doing so. This includes informing them of the Farmplan Complaints Process and Policy and its published location on our website. www.farmplan.co.uk

Filing of Documentation

Once the complaint is resolved all documentation about the complaint, including a note on the resolution, must be returned to the Business Operations Manager. Please ensure that the relevant case allocation number is included, and the Business Operations Manager will file the documentation in Prospect365. *
Documentation will be retained for at least five years.

* In the event that documentation contains confidential information which cannot be filed in Prospect365 due to confidentiality issues then this information can be redacted from the documentation and the redacted copy will be filed in ProspectCRM 365 with a note that the original is being held by the Risk and Compliance Team. The original copy will then be sent to the Risk and Compliance Team who will file the original in line with this policy for at least five years.