

At D A Pak Ltd, we are committed to operating responsibly and transparently.

This procedure provides a clear and accessible way for customers, employees, suppliers, contractors, and other stakeholders to raise concerns or complaints about our products, services, or business practices.

This includes concerns relating to:

- product quality or service issues
- health, safety, or environmental impacts
- ethical concerns or misuse of products
- any issue that may negatively impact people, communities, or the environment

1. How to Submit a Complaint

Stakeholders can submit complaints or grievance:

- **Email:** Complaints@dapak.co.uk
- **Telephone:** 01335 344215
- **Website:** dapak.co.uk/contact-us/
- **Via your sales Manager**

Please provide:

- Your full name and contact information
- Order number or reference (if applicable)
- A description of the issue
- Any supporting documentation (e.g., photos, receipts)

2. Acknowledgement

- All complaints are acknowledged **within 3 working days** of receipt.
- You will receive a reference number for tracking your complaint.

3. Investigation

- Complaints are reviewed by the **SHSQ Manager**.
- Evidence is gathered and a structured investigation is carried out to identify the root cause.
- Relevant departments may be consulted to help resolve the issue.
- The grievance will be assessed to determine whether it meets the criteria for formal investigation.

4. Response

- A full written response will be provided **within 30 calendar days** of receipt.
- If the complaint requires more time, we will keep you updated with progress and provide an expected resolution date.

5. Resolution

- Corrective and/or preventive actions will be implemented as necessary.
- Our aim is to resolve the complaint to your satisfaction as quickly as possible.

6. Escalation

- If you are not satisfied with the outcome, your complaint can be escalated to **Senior Management** for further review.
- Complaints with serious safety, regulatory, or reputational impact are escalated immediately.
- The individual raising the grievance will be kept informed of progress and outcomes where appropriate.

7. Continuous Improvement

- All complaints are recorded and reviewed internally to identify trends and opportunities to improve our products and services.
- Customer feedback plays a vital role in our ongoing quality and compliance efforts.

8. Continuous Improvement

D A Pak Ltd is committed to ensuring that individuals who raise concerns or grievances in good faith are protected from any form of retaliation.

No individual will be disadvantaged, dismissed, or treated unfairly for raising a concern.

Any form of retaliation will be treated as a serious disciplinary matter and investigated accordingly.

Concerns can be raised confidentially, and where appropriate, anonymously.