CUSTOMER COMPLAINTS PROCEDURE

Mamo Building Services Ltd believes that how we respond to complaints is an indication of how much our company truly values our customers. We believe that if the complaint handling experience is a positive one for the customer, then a company's reputation can be enhanced but if the customer is dissatisfied this will result in a loss of business and a damaged reputation.

Our complaint process comprises of: -

- An acknowledgment of the complaint.
- An investigation & explanation of what went wrong.
- Assurances the problem will not be repeated.
- Rectification of the situation with a replacement product, repair, or a full refund.
- An apology.

CUSTOMER COMPLAINTS & INTERNAL COMMUNICATION

Complaints and the results of root cause analysis are discussed with the management team and communicated throughout the company. **Mamo** believes that effective communication raises awareness and reinforces internal quality standards. Show the trend of customer complaints against business performance.

- We use photographs to highlight what the customer has complained about, it helps to reinforce customer (and internal) standards and expectations.
- Communicate and share information with other managers and operatives; by monitoring the performance of others you have the opportunity to gain experience from them.
- Encourage employees to think about how they impact on quality on a day-to-day basis.
- We believe it gives employees the opportunity to observe management discussing customer feedback.

TRAINING & RESOURCES

Mamo makes sure our employees responsible for handling complaints are adequately trained. Good record-keeping and clear lines of communication between departments or functions are fundamental to managing complaints effectively. If there is an upward trend or unanticipated rise in the number of complaints, then it is important to have the flexibility to call upon other resources and expertise.

PROBLEM SOLVING

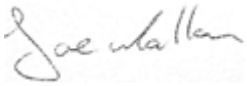
Mamo's Senior Management Team believe that complaints are opportunities to improve our service, so the complaint handling process is an integral part of the business operation. It not only protects customer relations and avoids crisis management, but the information also collected is valuable data and can be used to identify and help tackle systemic problems.

To solve a problem, we try to recognise and understand what is causing it. If the real cause of the problem is not identified, then it is likely only the symptoms will be addressed, and the problem will continue to exist. Therefore, we believe that identifying and eliminating the root causes of problems is paramount when managing complaints.

CUSTOMER COMPLAINTS PROCEDURE

ACTION TRACKING
During the complaints handling process we believe it is important to assign actions and responsibilities to eliminate the causes of an existing nonconformity, issue, or other undesirable situation. These actions should change future performance and correct the cause of the failure. **Mamo Building Services Ltd** believes that action tracking is a fundamental requirement of any customer complaint handling process.

POSITIVE FEEDBACK
As well as capturing and acting upon negative feedback **Mamo Building Services Ltd** believe it is equally important to record and communicate positive feedback.



Joseph Mallon
Director 05/01/2026