



Complaints and non-conformance policy

Quattro (UK) Limited is committed to complying with the requirements of BS EN ISO 9001, BS EN ISO 14001 and BS ISO 45001, and with the industry specific specifications to which its products are designed and supplied.

However, where issues or complaints arise, the Company recognises the need to deal with these in a professional, efficient and effective manner.

The Company recognises that its directors, management and staff play a key role in achieving this. Hence, the company operates a complaints system whereby:

- All complaints are logged
- All complaints are investigated and actioned in terms of corrective and preventative action, and the outcome (both internally and externally) is recorded
- All complaints are rectified to the satisfaction of the client and to the original specification

Additionally, the organisation operates a system to control non-conformances, in terms of quality, environmental and/or health & safety issues whereby:

- Any activity, product or service which does not conform to client or Company specification requirements is identified and controlled and acted upon accordingly, and in terms of product related issues is either removed or authorised/released under the concession of the client or relevant authority

Results of complaints and non-conformance issues are fed back into the overall review of the organisation's procedures and both corrective and preventative actions are undertaken, which may result in the amendment of documents/processes and/or training where required.

Eamon O'Loughlin Managing Director

A handwritten signature in black ink, appearing to read "Eamon O'Loughlin".

Date: 02.07.2022

Review Date: 01.07.2023