

## Konecranes UK – Customer Complaints Policy

### Purpose and Scope

Our commitment is to treat all individuals fairly and appropriately. If you feel that we have not met this standard, we encourage you to let us know. If there is reason to believe that our conduct has fallen short, we are keen to resolve the issue and learn from it to continuously improve our services. This policy outlines the process we follow for handling complaints from our customers.

### What Constitutes a Complaint?

We will treat any expression of dissatisfaction regarding our conduct as a formal complaint. To ensure we consider the matter properly, we ask that you submit your complaint in writing, as outlined in the "How to Complain" section.

This policy applies to complaints about:

Our products

Our service and maintenance works

The actions of our employees

In some cases, we may receive correspondence that does not meet the definition of a complaint or does not warrant an in-depth investigation. For example:

Anonymous complaints

Malicious, repetitive, or vexatious claims (e.g., harassment of staff or repeated submission of complaints that have already been addressed under Stage Two of our complaints procedure)

We will not respond to rude or abusive emails, calls, or letters. In such cases, we will provide a brief explanation for our decision but will not engage in further correspondence on the merits of the complaint.

### How to Complain

You can submit your complaint using one of the following methods:

Email: [feedback.uk@konecranes.com](mailto:feedback.uk@konecranes.com)

Phone: 01332 697700

## What You Can Expect From Us

We take legitimate complaints seriously and will follow the procedures outlined in this policy. Our goal is to resolve complaints in a prompt, sensitive, and courteous manner. We also ask that you remain courteous and fair in your dealings with our staff.

**Confidentiality:** All complaints will be handled confidentially, in accordance with the UK General Data Protection Regulation (GDPR).

**Record Keeping:** We will keep accurate and detailed records of all complaints to monitor common issues, evaluate resolution methods, and identify areas for improvement.

**Investigation:** Each complaint will be investigated thoroughly, impartially, and without discrimination. If the complaint raises significant issues, we may need additional time to conduct a comprehensive investigation.

**Fairness:** Our decisions will be proportionate, appropriate, and fair based on the specific circumstances of each complaint.

## Complaints Procedure

### Stage One

Upon receiving your complaint and your contact details, we will acknowledge receipt within five working days. The complaint will be reviewed by a manager who was not involved in the events leading to the complaint, and who is suitably positioned to consider the matter. We aim to respond within 20 working days, though we may need to contact you for further information or clarification.

In our final response, we will clearly outline the steps we took to investigate your complaint, present our findings, and provide our reasons for the decision. If mistakes are identified, we will acknowledge them and explain the remedial actions we plan to take to prevent recurrence. We will also inform you of your right to request a review of the decision if you are not satisfied with the outcome.

### Stage Two

Most complaints are resolved at Stage One. However, if you believe our response is not fair or appropriate, you may request a review by the Business Area Director. Requests for review must be made within 20 working days of receiving the Stage One response, unless there are exceptional circumstances that prevent you from meeting this deadline.

We will acknowledge receipt of your review request within ten working days and may contact you for further details before making a final decision. We aim to respond to your request within 20 working days.

### If You Remain Dissatisfied

If you are not satisfied with the outcome of the review, you are entitled to seek independent legal advice.

## Version 1, Effective 15/11/2024