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Complaints procedure

Tauri-tec Ltd.

Tauri-tec Ltd is a London based I.T. consultancy focused on software development. Below is an outline of company's complaints procedure.

The privacy officer handles all complaints, and should a complaint be directed at the privacy officer, either the managing director or an external investigator will take up the matter. The procedure on handling and responding to complaints is communicated to all new staff as part of their induction training.

A summary of the complaints procedure can be found on the website. Should a member of the public wish to lodge a complaint, a contact form on the website can be used. A summary of the company's complaints handling procedure can be seen below:

1. Upon receiving a complaint (verbal, written, email), an entry is logged in the trac ticketing system so that all staff will be alerted to the existence of the complaint.
2. The principle investigator (usually the privacy officer) acknowledges receipt of the complaint and responds to the individual(s) who complained. The investigator can then clarify the complaint with the individual(s) if necessary.
3. The investigator conducts an investigation of all complaints received, ensuring that the complaint process is fair, impartial and confidential. The investigator is given access to all relevant records and employees.
4. Should the complaint be justified, appropriate measures will be taken to rectify the situation, including correcting practices and policies where necessary and communicating these changes to relevant staff.
5. The individual(s) will be notified of the outcome of the investigation clearly and promptly, informing them of the any relevant steps taken.
6. The outcome of the complaints procedure is logged in the trac system and the ticket is closed. If necessary, a follow up is performed to verify that required changes to policies, procedures and practices have been undertaken.