

## Corporate Complaints Policy

### Introduction

**1.1** This guide explains all you need to know about making a complaint and how we will respond to you.

**1.2** Our values are the five fundamental principles on which we operate and capture what we believe in, the way we do things and our interaction with customers, colleagues and business partners.

Biogen's core values are:

**Be Bold**

**Be Trusted**

**Collaborate**

**Care**

**Have Fun**

We take our responsibilities to our customers seriously and are committed to providing the highest quality of service and value.

We encourage feedback from our customers and service users and welcome complaints as these enable us to review and continually improve the service we provide

### Objectives of the policy

**2.1** The objectives of this complaints policy are:

- To provide an effective means for customers, service users or other stakeholders to complain if they are dissatisfied with the service they receive
- To ensure complaints are dealt with in a courteous and efficient manner and are resolved without avoidable delay
- To maintain records of complaints made so that regular reviews can be produced for internal monitoring and accountability to our regulating authorities

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The complaints policy makes it clear to our customers or service users:

- How they can complain if they want to
- What will happen when they complain
- What they can expect us to do as a result of their complaint

## How to complain

### 3.1 By telephone

Please call our Head Office Monday to Friday 8am – 5pm on **01234 827249** or call our Out of Hours number on **0844 8480 654**

We have a dedicated member of our team who will take full details of your enquiry or complaint and strive to solve it straight away. If this is not possible, we will let you know what action we need to take to fully resolve the concerns you raise and we will keep you informed of our progress.

Our Head Office working hours are: Monday - Friday: 09:00 – 17.00

### 3.2 In writing

If you prefer to write to us with details of your enquiry or complaint, please address all correspondence to:

Customer Services,  
Biogen (UK) Ltd  
Milton Parc,  
Milton Ernest,  
Bedford  
MK44 1YU

### 3.3 Email

Please email your complaint to: [info@biogen.co.uk](mailto:info@biogen.co.uk)

### 3.4 Customer feedback

We regularly communicate with our customers for feedback on our service

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## What you can expect from us following a complaint

### 4.1 We promise that:

- We will do our best to resolve your complaint the first time you contact us.
- There will be one single point of contact for you in order for your complaint to be managed as quickly and efficiently as possible.
- All complaints will be recorded and acknowledged within three working days.
- We will explain any action we intend to take to resolve your complaint, advising you of the timescale involved and the communication you can expect to receive from us.
- We will aim to provide a full response to any complaints within ten working days.
- If we are not able to fully resolve the concerns you raised within this time, we will let you know what steps we need to take in order to resolve it and the timescales involved for this.
- We will treat you with fairness and courtesy at all times.

## Where to go for independent advice

5.1 Biogen AD plants are licensed by both the Environment Agency under The Environmental Permitting (England and Wales) Regulations 2010, Natural Resources Wales, SEPA and Animal Health under Animal By Product Regulations (2005). The Environment Agency and DEFRA are able to provide further information:

[www.environment-agency.gov.uk](http://www.environment-agency.gov.uk)

[www.gov.uk/government/organisations/department-for-environment-food-rural-affairs](http://www.gov.uk/government/organisations/department-for-environment-food-rural-affairs)

[www.naturalresourceswales.gov.uk](http://www.naturalresourceswales.gov.uk)

[www.sepa.org.uk/](http://www.sepa.org.uk/)

## Monitoring and evaluation

6.1 All complaints are recorded and held on our database. These are regularly reviewed in order to:

- Identify any trends which may require us to adapt our operations.
- Continually make improvements to the service we offer our customers

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