

CP 01 – Complaints Process 24/02/2026 – V1

Solmatix is committed to dealing effectively with any complaints you may have about our service.

If we got something wrong, we will apologise and where possible we will try to put things right. We also aim to learn from our mistakes and use the information we gain to improve our services.

Should a member of the public wish to make a complaint you can do so either by phone, email or in writing to Carolne McManus HSEQ Manager – info@solmatix.com – 028 90824000

You can also use the complaint form on our website at www.solmatix.com or satisfactions form sent within your customer Hand over pack

Information that you should include are Name, address and Telephone number (email if applicable) and whether you are acting on behalf of someone else

Briefly describe what your complaint is about stating relevant dates and times, list your specific concerns. Be clear about what you are hoping to achieve i.e. apology, explanation etc

State your preferred method of communication.

Dealing with your Complaint

Solmatix will formally acknowledge your complaint within 5 working days and let you know how we intend to deal with it.

Your complaint will be investigated by Caroline McManus HSEQ Manager

If there is a simple solution to your problem, we may ask you if you are happy to accept this.

Solmatix will aim to resolve concerns as quickly as possible and expect to deal with the vast majority within 30 working days.

If your complaint is more complex Solmatix will let you know within this time why we think it may take longer to investigate, tell you how long we expect it to take and give regular updates every 10 working days

Escalated complaints/appeals will be direct to MD Neville Bell Neville.bell@solmatix.com 02890824000

When investigating your complaint, we will look at relevant evidence. This could include files, notes of conversations, letters, emails or whatever may be relevant to your complaint.

If necessary, we will talk to the staff or others involved and look at our policies and any guidance. Solmatix will aim to first establish the facts.

In Complex cases we will draw up an investigation plan, in some instances, we may ask to meet you to discuss your complaint. Occasionally, we might suggest mediation or another method to try to resolve disputes

If we formally investigate your complaint, we will let you know what we have found in keeping with your preferred form of communication. This could be by letter or email. We will explain how and why we came to our conclusions. Response will be expected within 30 working days

All complaints will be given a ref number and filed within Complaints folder , along side our complaints log IR 17 C&P log this will include complaint, findings and action taken, outcome corrective and preventive actions. All data will be analysed at management review meetings every 6 months so that improvements can be made and recurrence avoided. All records shall be retained for a minimum of five years.

If we fail in resolving your complaint you may escalate your complaint to MCS or Ombudsman

- mcscomplaints@mcscertified.com – 03331038130
- <https://www.fhio.org/>
- <https://ombudsman.ie/en/>



24/02/2026