

## COMPLAINTS PROCEDURE

Following the instigation of a complaint this will be directed to the relevant supervisor, contracts manager, senior manager and director. The director with overall responsibility for complaints is Nick Jackson. It is our policy that in general complaints should never have to reach director level as the complaints should be dealt with swiftly and to the satisfaction of the client by the line manager.

All complaints will be sent a written acknowledgement within 3 working days and entered in the log book or Business Improvement Log (BIR) and the following information should be provided.

- Customer's name
- Customer's address
- Nature of Complaint
- Investigating Officer
- Results following investigation
- Performance improvements required (if any)

When dealing with complaints the investigating officer is to follow the guidelines as set out below;

- Treat all customers as individuals.
- Be sympathetic to the customers concerns
- Allow the customer to fully explain the problem and listen to their point of view
- Never pass on the blame to another person or department.
- Be willing to accept that things did not go as well as the customer expected, which could be either party's mistake.
- Be aware of the diverse multi-cultural community in which we work
- Retain records for a minimum of 6 years.

It is the company's policy to resolve all complaints immediately and informally where possible. All complaints will be answered as soon as possible but within a maximum of 7 days. The relevant managers are to analyse complaints history to identify any failures so that action may be taken to avoid reoccurrence.

Where a complaint has not been dealt with to the satisfaction of a client, the complaint will be passed to Nick Jackson for further investigation and resolution. Should it not be possible to deal with a complaint in accordance with the above procedures and timescale, or should the complaint be re-occurring or of a serious nature then these would also be dealt with by Nick Jackson.