

CUSTOMER COMPLAINTS

1. Aim

To ensure an effective and consistent means of handling complaints resulting from any aspect of operational activities, which directly or indirectly impact upon the customer, and to provide a means for highlighting internal problems or potential problems which are not covered by the quality system, but which may have a derogatory effect on the level of customer service, professionalism or company reputation.

2. Management Responsibility

The Vice Presidents and Business Unit Directors have overall responsibility for this procedure and for ensuring appropriate management support for this process.

The Senior Managers, Programme Managers and Project Managers have responsibility for ensuring that complaints are handled according to procedure, for identifying and actioning solutions to address local/regional issues identified and for the provision of information to facilitate the review and improvement process.

3. Monitoring and Review

The Quality Director and locally nominated persons have responsibility for monitoring this process.

4. General Responsibility

All employees have a responsibility to record and report complaints as per this procedure and to carry out appropriate action as identified.

All employees are also responsible for identifying and communicating problems or potential problems within internal systems, communication or operational processes to facilitate the continuous improvement process.

5. Method

5.1 Customer Complaints

5.1.1 On receipt of a customer complaint, verbal or written, the recipient shall record the following details onto a Customer Complaint Form:

- a. Name
- b. Date complaint received
- c. Name, address and contact number of complainant
- d. Details of Complaint

5.1.2 The completed complaint form shall then be passed to the relevant Manager for assessment and actioning.

5.1.3 On receipt of a completed customer complaint form, the Manager shall determine the nature of the complaint, discuss the complaint with relevant parties and shall identify the appropriate remedial action to be taken.

- 5.1.4 The Manager shall provide acknowledgement of receipt and summary of subsequent action, to the complainant within two working days of the complaint being made.
- 5.1.5 The Manager shall provide a copy of the Customer Complaint Form to the Vice President/Business Unit Director/Quality Director/Senior Manager or designated person for information and review.
- 5.1.6 It is the responsibility of the Manager to monitor that all identified actions are completed within identified timescales and to the satisfaction of the customer.
- 5.1.7 On completion of the identified action, the designated Manager shall confirm to the Senior Management Team that the action has been completed to the satisfaction of the customer, and both parties shall review the complaint, the action taken, identifying probable cause and possible future preventative action.
- 5.1.8 The Manager shall then record any additional action to be undertaken on the Customer Complaint Form and copy to the SMT.
- 5.1.9 If the identified action impacts on local processes, procedures or practices the Quality Director shall conduct a review of the relevant operational process in consultation with the SMT and record such action within the appropriate quality improvement/development plan.
- 5.1.10 If any complaint is received which is outside the remit and/or the authority of the Manager, and/or is of a nature which may damage the reputation of the company the complaint shall be referred to the Vice President/Business Unit Director, and subsequently through the reporting chain to the appropriate line of authority.
- 5.1.11 All such complaints shall be recorded and actioned as previously stated.
- 5.1.12 All documentation relating to complaints shall be maintained within a Customer Complaints file for future evaluation within the self-assessment/review process.
- 6.1 Internal Complaints
- 6.1.1 Any member of staff identifying a problem or potential problem with internal systems, falling outside the scope of the quality system or the company grievance procedures but which has or may have a detrimental effect on employees ability to effectively carry out their job roles, shall raise the issue with the appropriate line Manager.
- 6.1.2 Problem reports can be made verbally or in writing but in all cases should be classed as confidential.
- 6.1.3 On receipt of a report the Manager shall record the date of the receipt and make the necessary arrangements to investigate the problem. This investigation may involve other members of staff.
- 6.1.4 On determining the cause of the problem the Manager shall determine if the problem is localised or of a company nature.

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- 6.1.5 If the problem can be rectified at a local level the manager shall identify and implement appropriate remedial action and all appropriate staff shall be notified of changes.
- 6.1.6 On completion of action, the report shall be noted as finalised and filed in date order of receipt. Evaluation of the solution shall be carried out after six weeks to determine the effectiveness of the solution. Where the problem still persists additional action shall be identified.
- 6.1.7 The Senior Manager shall summarise information received as a result of this process in Monthly Management Reports.
- 6.1.8 If it is identified that the problem is outside the remit and/or the authority of the designated Manager, and/or is of a nature which may damage the reputation of the company the complaint shall be referred to the Vice President/Business Unit Director, and subsequently through the reporting chain to the appropriate line of authority.
- 6.1.9 If at any stage of the process it is identified that the company is not in a position to rectify the problem, the instigator of the report shall be informed accordingly and provided with relevant reasons and/or informed of the possibility of future action.

7. Documentation

GP-UK-SF-66 Customer Complaints Form
GP-UK-SF-67 Customer Complaints Summary Form
GP-UK-SF-68 Internal Problem Reports
Monthly Management Reports