

Complaints Procedure

A complaint is defined as “**Any expression of dissatisfaction which requires a response**”

This procedure is intended to ensure that complainants achieve satisfaction.

The most common objectives uniting people who complain are:-

1. The need for an apology - even if the organisation was not at fault. An apology can be given in terms which do not infer an acceptance of responsibility.
2. The need for a detailed and timely explanation. The latter has been shown to be linked to customer satisfaction.
3. The need to be reassured that the organisation is viewing the matter seriously and is taking action to prevent a recurrence.

It is essential that to in order to successfully resolve a complaint we should endeavour to fulfil these three objectives.

- When a customer makes a complaint it is essential that it is dealt with courteously and professionally. The issues involved will be thoroughly investigated to be assured that the answers to those issues are adequate and meet the complainants' needs.
- Acknowledgement of receipt of a written complaint will be given by e mail or telephone within 24 hours of receipt.
- In order for a complaint to be thoroughly investigated the following details will be required in writing from the complainant:

The name and address of the complainant

The full nature of the complaint

Details of any other individuals associated with the complaint

- The target time for a full written response will be 10 working days or less.