



## Complaint Complement and comment Policy

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FES251

We recognise that despite all our best efforts occasionally we may get it wrong and not provide our Clients, Stakeholders or Employees with the quality of service they expect from us.

When this happens and we are told about it, this is a “Complaint”

On these rare occasions we assure you we will make every endeavour to deal with the matter quickly, efficiently and transparently and without compromise to our Clients, Stakeholders or Employers.

We will use all available information we learn from the complaint to focus on improving our services and prevent re-occurrence in the future

It is our Policy to deal with complaints.....

**quickly:** All complaints will be acknowledged within 24 hours, investigated and resolved with the aim of achieving satisfaction within 72 hours.

**Efficiently:** A Director will take sole responsibility for the investigations and liaise with the complainant directly without any unnecessary delays.

**Transparently:** Full findings of the investigations will be documented and communicated to the complainant.

**Honestly:** If we get it wrong we will say so. We will strive to ensure complainants do not suffer where it is found our service was deficient in any areas where we had a reasonable influence.

Should you have any cause for complaint, without hesitation please direct your communication in the first instance to the Customer Services Manager using any medium you have access to. (email, letter, fax, telephone, sms etc.), or any member of our staff on duty.

### Comments

A comment will be recorded when a customer expresses a level of dissatisfaction about a service or identifies a suggestion for a service improvement but does not want to raise this as a complaint. We will use the information supplied to improve our standards of service delivery.

### Compliments

A compliment received from our customers for a job well done, or recognition of a process that works well and exceeds expectation will be recorded to help us identify where our customers are happy with our service, this will enable us to share good practice within orbit.