

SOP 16 Complaints Procedure



Objective:

To ensure that any complaints we receive are dealt with in a structured manner, recorded and dealt with accordingly. Where required, they should also be handled in accordance with the requirements laid down by the RECC.

Complaints Procedure:

When we receive a Customer Complaint, a Customer Complaint Form will be completed.

The complainant will be informed as to the next course of action or when they will be contacted to discuss the matter further.

The Complaint Process is as follows:

- Complaint Form raised and passed to relevant person
- The person dealing with the complaint will contact the complainant within 1 working day, unless otherwise agreed, and advise on steps to be taken to rectify the issue.
- The issue should be rectified within the time period agreed with the complainant, or the complainant should be contacted and a new timescale agreed.
- Once the issue is rectified this should be detailed on the Complaint Form and it should be marked as to whether the complainant was satisfied with the outcome. Any evidence supporting the documented outcome should be retained within the Complaints Folder.
- Preventative action should be considered to prevent the recurrence of this issue.
- Whenever possible, we try to obtain written confirmation that the complaint has been resolved to the satisfaction of the complainant.