

## CUSTOMER COMPLAINTS POLICY

### Introduction

Customer focus is a key principle of Quality Management and customer feedback is a vital tool for organisations to assess the level of satisfaction with its services. Effective customer feedback management can improve the reputation, credibility and image of the organisation and improve customer confidence and satisfaction. Our Quality Management System incorporates procedures on corrective and prevention action which are integral to managing and learning from complaints and customer feedback.

This procedure covers all forms of complaints regarding Floorskills Limited.

- **What is a complaint?**

A complaint is an **expression of dissatisfaction**, whether justified or not, however made, about the standard or delivery of service, the actions or lack of action Floorskills Limited, which affects an individual service user or groups of users, or a policy we adhere to. A complaint is not a query about a service or a request for information.

- **How can complaints be made?**

In the first instance a complaint can be made by telephone, in person, in writing, email or in person. A complainant might also be represented by a third party (for example an advice worker, solicitor, friend or relative).

### Procedure

The flow chart on page 3 of this document, describes the sequence of the procedure which has **4 clear stages**. Each stage must be recorded on the spreadsheet; deadlines adhered to and advice given about the next stage.

- **Stage 1** – the initial complaint is acknowledged within **2 working days** by the Office Manager about which the complaint was made, and responded to within **10 working days**. All stage 1 complaints should be logged on the customer feedback log. (The majority of complaints usually end after this stage.) If a response cannot be made within the 10 day timescale the complainant should always be kept informed and given a revised timescale for the response.
- **Stage 2** – the Office Manager refers the complaint to the Office Manager for investigation and response within **10 working days**.
- **Stage 3** - the Office Manager refers the complaint to the Managing Director, with supporting documentation.
- **Stage 4** – the complainant can be referred to the awarding body or Funding Partner.
- Trends, lessons learned and identification of root causes analysed and shared.

### **Abusive, persistent or vexatious complainants**

If a complainant becomes abusive or threatening or harasses staff, the Office Manager dealing with the complaint should give warning that the call will be ended if the behaviour persists and refer the matter to the Director of Quality. The Director of Human Resource should be informed of any such instances.

Where a complainant repeatedly corresponds about the same complaint, after the procedure has run its course and the outcome has been notified, the member of staff dealing with the complaint should consult the Office Manager in the first instance. If it is felt appropriate, the customer will be informed that if there is no further information which substantially affects the outcome of the complaint, then the complaint cannot be pursued further.

