

Complaint Handling Procedure

Overview

This is the official Complaint Handling Procedure for TCM.

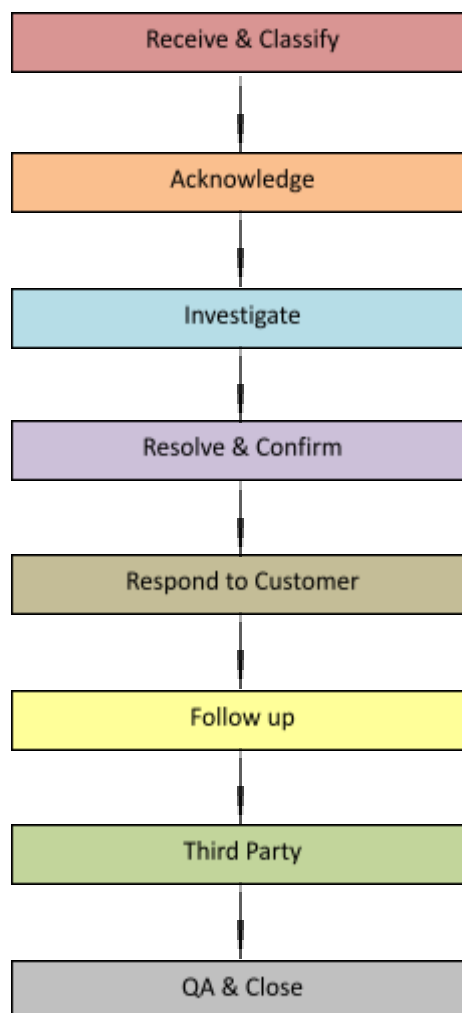
Objective

To deliver a consistent, high-quality and accountable response to all complaints received.

TCM is committed to providing a quality service for its customers and working in an open and accountable way that builds the trust and respect of all our employees, consultants and stakeholders. One of the ways in which we can continue to improve our service is by listening and responding to the views of our customers, employees, consultants and stakeholders, and in particular by responding positively to complaints, and by putting mistakes right.

Process Overview

The following key steps must be followed for all customer complaints received by Company X staff:



The requirements for each of these steps is detailed below.

1. Receive & Classify

Summary

Ensure that all potential issues are captured by the organisation, and classified for escalation, review and action as required.

- Any complaint, issue, or negative customer interaction (whether this is formally logged by the customer or not), must be logged and classified for action.
- All of these complaints must be formally logged using the Complaints Logging Form (see below)
- All complaints must be prioritised as follows:
 - **Priority 1 - urgent**, potential high business impact. The SLA requires a response to the customer within 24 hours.
 - This should be used (sparingly) for major issues where the customer may be either a large national supplier, or any customer who is considering moving their business from TCM.
 - Also, this could be used in a situation where the customer may be in a position to influence or make public statements that would impact upon the TCM brand or reputation.
 - **Priority 2 - non-urgent**, lower business impact. The SLA requires a response to the customer within 3 working days.
 - This should be used for most complaints with individual customers, as this allows a reasonable time to collect information and produce a balanced response.
- Discretion and flexibility should be exercised in prioritising all complaints.
- The staff member logging the complaint should review the complaint and its priority with the Business Manager before proceeding to the next step.
- The Business Manager will decide on the appropriate person(s) to carry out subsequent steps, including the investigation.
- All Priority 1 complaints must be escalated immediately to the Business Manager and/or CEO.

2. Acknowledge

Summary

Ensure that every complaint receives a formal written acknowledgement, containing an expectation of when they will receive a response, and the person dealing with it.

- All complaints, regardless of priority, should receive a pro forma (see below) acknowledgement email on the day of receipt.

3. Investigate

Summary

Follow up all aspects of the complaint, both internal and external, to ensure that the key facts are identified and clarified.

- The priority of the complaint will drive the timescale for completion (24 hours for urgent or 3 days for non-urgent).
- All areas of interaction and communication should be established (who, what, where, when, why etc.) and documented where possible.

4. Resolve & Confirm

Summary

Ensure that the final resolution is clear and fair. Also confirm the proposed action and resolution with another senior person.

- Ensure that the proposed resolution meets corporate guidelines and does not prejudice TCM in any unnecessary legal or financial manner.
- Document the proposed action and discuss and agree with Business Manager and/or CEO.
- Discuss and review the solution from both the corporate and customer viewpoint to ensure fairness and clarity.
- The review should include recognition and documentation of any underlying issues that have contributed to the complaint and recommendations for actions to prevent further occurrence.

5. Respond to Customer

Summary

Provide the customer with the resolution within the timescales promised.

- The details of the findings and proposed resolution should be clearly explained (in written or verbal form as appropriate) to the customer - within the agreed timescales.
- If this cannot be done on time the customer should be contacted by telephone to request further time.

6. Follow up

Summary

Ensure that complaints are followed up to confirm that customers are satisfied with the response given.

- All Priority 1 complaints and 95% of priority 2 complaints must be followed up within a reasonable timescale.
- This will be carried out by the relevant Head of Service.
- The follow up should identify the following:
 - Is the customer satisfied with the response?
 - Did they feel that their complaint was properly and fairly handled?
- Any negative responses to these questions should be referred to CEO in the first instance for action and direct follow up with customer.

7. Third Party

Summary

If the customer is not satisfied with the response given.

- If a complaint remains unresolved, as a member of the Civil Mediation Council (CMC), they can be contacted for a further option.
The CMC provide access to a complaint's resolution service whereby either a member, or a client of a member, who has exhausted the member's own complaints process, can refer the matter to the CMC for resolution.
Further information can be found on the CMC website: <http://www.civilmediation.org/governance>

8. QA & Close

Summary

Ensure that the organisation as a whole is aware of complaints and any underlying issues. Plan actions to remove these and prevent future recurrence.

- All complaints should be reviewed monthly as part of the SLA review meetings.
- Any complaints where action can be taken to avoid recurrent must be acted upon and raised with the appropriate managers/teams across the organisation.
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Complaint Logging Form

Raised by:	Person receiving and logging the complaint
Date:	Date and time received
Customer Name:	Customer Name
Customer Address:	Customer Address
Customer Contact Number:	Customer Contact Number
Reference Number:	See Spreadsheet
Product or Service Referred to:	NCWM, PMS, PIS etc., Mediation, Investigation
Description:	Description of complaint – details
Priority:	Complaint priority 1 – urgent 2- non-urgent
Acknowledgement:	Date email sent
Owner/assigned to at TCM HQ:	Employee Name
Corrective Action/Resolution:	Details of findings and proposed solution
Resolution confirmed by:	Date and owner
Customer Contacted:	Date and owner

Customer Followed up:	Date and owner
Key Issues identified:	
Long term actions required:	
Issues and actions accepted:	Date and owner

Acknowledgement Email

Dear NAME,

Thank you for contacting us today with your complaint/problem.

We are sorry that you have had to do this and apologise for any inconvenience this has caused you.

We view complaints as positive and helpful feedback and will do everything we can to resolve this fairly and quickly to your satisfaction.

We aim to respond to you within 24 hours/3 working days *(delete as appropriate)* with a suitable resolution.

Should you need to contact us again regarding this matter, your reference number is xxxxxxxx.

I look forward to reaching a suitable resolution to this matter and thank you again for taking time to raise this with us.

Yours,

(Owner)