Complaints Handling Procedure

Objective:

To ensure a consistent, effective and accountable response to all customer complaints received.

At Commonsense Services we are committed to delivering a reliable and high- quality service to our customers and in working in an accountable and transparent manner that fosters trust and respect in all Stakeholders. Seeking, listening to and responding to the views of our customers, consumers and other stakeholders is an important part of this. We seek to respond positively to complaints putting matters right where appropriate.

Process Summary:

Commonsense Services staff will use the following process for all complaints received:

Receive and Log

Acknowledge receipt

Investigate

Resolve & Confirm

Respond to Customer

Follow up

Lessons Learnt Review

Close

Receive and Log

Any complaint, issue or negative feedback made by a Customer (whether formally raised by Customer or not) will be logged and appropriate action taken.

The Service Level for acknowledging a formally raised compliant is 1 working day.

The Service Level for responding to a formally raised complaint is 3 working days.

Acknowledge receipt

An email acknowledging receipt of a formal complaint will be sent to the customer within 1 working day. The email will include the name of the person investigating the complaint and will set expectations for receiving a formal response.

Investigate

All aspects of the complaint – both internal and external will be followed up and documented ensuring that the key issues are identified. Care is to be taken to capture details of communication and interaction (who what where when why) documenting these where possible.

Resolve & Confirm

Determine a resolution that responds to the key issues, is appropriate and proportionate and does not prejudice Commonsense Services (Norfolk) Limited in any unnecessary legal or financial matter.

Document action to be taken including key issues identified and lessons learnt.

The Director will confirm all proposed resolutions before Customer Response.

Respond to Customer

Provide the customer with the resolution (written or verbal as appropriate) within the timescales promised. If this is not possible then the customer should be contacted by phone to explain this and request further time.

Follow up

Check back with Customer within 1 calendar month of resolution.

1. Did they feel their complaint was handled fairly and properly?
2. Were they happy with the resolution offered?

If any negative responses are given these will be referred to the Director who will follow up with the Customer.

Lessons Learnt Review

Ensure that the insight obtained through investigating the complaint is used to make improvements/changes to any relevant processes to prevent re-occurrence. Log any changes once implemented

Close

Ensure that all steps have been followed and log the complaints closure date.

Milee Brambleby

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