

HOW WE RESPOND TO CUSTOMER FEEDBACK

Complaints



We strive to provide an excellent experience for our customers on every occasion but also acknowledge that despite our best efforts there can be occasions when for whatever reason you may feel it is appropriate to raise an issue of concern or dissatisfaction.

Your complaint should be forwarded in the first instance to the Business Manager, dbennett@clarkandpartners.co.uk

COMPLAINTS

If you feel you have a cause for concern to raise with us we will adhere to the following procedure to ensure (as far as reasonably possible) that you become satisfied with our response and that issues raised have been appropriately recognised understood and where appropriate, addressed.

A formal customer complaint is generated when the company receives a letter or email of concern from the customer, **or** by the customer verbalising their wish to make a formal complaint via a visit to the company or a telephone call.

Written customer complaint (letter or email)

1. Following receipt the complaint will be immediately passed to the Business Manager. (In the event of the absence of the Business Manager the letter should be passed directly to the appropriate Director).
2. On receipt the company will:
 - a. Note the date of receipt, initial those persons who will receive a copy of the complaint and issue the same. Recipients must include
 - The appropriate Director(s) – this would always include the MD
 - The relevant person who would be aware of the specific customer
 - b. Send out a standard acknowledgement letter to the customer
3. Within a reasonable timeframe (usually within 7 working days) the Business Manager supported by the person responsible for the complaint, will;
 - a. Conduct any investigations as required
 - b. Discuss the complaint and subsequent investigation findings with the appropriate Director.
4. The Business Manager will then draft a letter of reply in response to the complaint, either in the name of the relevant member of staff aware of the customer, or from the Business Manager personally – the decision as to which is most appropriate is made at the time of response.
5. An electronic copy of the reply to the customer will be issued to the relevant staff member and Director(s) for their information and future reference.
6. The timeframe for response will inevitably vary subject to the nature of the complaint, the level of investigation required and other circumstances but the company will aim for a full response within 14 working days. If this cannot be achieved, the customer should be

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updated of the reasons for any delay at the time (eg. absence of key personnel for reference). Once the customer has received an acknowledgement of their complaint a full response should be provided (via letter) and only in exceptional circumstances should such a full response take any more than a total of 14 working days.

Telephone / verbal response to a written complaint

Where a telephone call to the customer is deemed to be a more suitable and appropriate response to a complaint then:

1. Notes should be made of the conversation and passed to the Business Manager so that the incident and outcome can still be appropriately recorded on file for future reference.
2. Where appropriate, and in conjunction with the Business Manager, a letter may also be sent as a follow up to the telephone call.

Telephone / verbal customer complaint

In instances where the complaint has been initiated by an incoming telephone call or a verbal request, and it has been clearly established by the customer or call recipient as a formal complaint

1. Notes should be made during (or immediately after) the conversation with the customer
2. The Business Manager should be notified and the conversation notes which must include clear details of the complaint passed on.

Thereafter the same procedure will apply (from number 3) as if a written complaint had been received.

The complaint will not be deemed as closed until the company response of one kind or another can be detailed and attached to the file.

'Informal' complaints / Minor issues

Situations may arise where a customer is not entirely satisfied with our work or service and raises an issue of concern that requires only a minor rectification or change, either during or after the completion of our work. In such circumstances an immediate, operational response may then provide satisfaction for the customer.

Whilst these are not regarded as formal complaints, in order to improve our customer service, efficiency and quality any such situations should always be brought to the attention of the Business Manager

Where possible, details should be emailed to the Business Manager providing a brief outline about the situation and the outcome so it can be recorded to enable ongoing improvement.