



INSPIRING ENTERPRISE IN NORTH EAST LINCOLNSHIRE

The E-Factor Enterprise (NEL) Ltd
“The Company”

Authorship: Managing Director

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Customer Complaint Procedure

Ref:



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1. INTRODUCTION

- 1.1 All customers have the right to express dissatisfaction relating to any service received from or contact with e-factor. The following Procedure is to ensure that any grievance is actioned promptly and in a professional manner.

2. SCOPE

- 2.1 It is the responsibility of all staff to identify and communicate any customer grievance to the Performance Manager who will implement any necessary action.
- 2.2 For the purpose of this Procedure dissatisfaction can be either a formal complaint or a grievance received from a customer.

3. PROCESS

- 3.1 The recipient of a complaint/grievance will complete a Customer Complaint Form (Appendix 1), attach any correspondence received and pass immediately to the Performance Manager. If the complaint/grievance is against the Performance Manager, please refer to Section 3.9.
- 3.2 The Performance Manager will ensure that the complaint/grievance is entered in chronological order of receipt on the Customer Complaint Log (Appendix 2) and that contact is made with the Customer within five working days.
- 3.3 All subsequent contacts with the customer, relating to the complaint/grievance will be recorded on, or attached to, the original form.
- 3.4 Any required action will be initiated and recorded by the Performance Manager.
- 3.5 The complaint shall be signed off when either :-
 - The customer indicates satisfaction with any corrective action taken.
 - or
 - The Performance Manager is satisfied that no commercial purpose will be served by further action
- 3.6 In the event of the complainant not being satisfied with the handling of the grievance an impartial overview will be provided by the next senior level Manager, who has not been involved in the process.
- 3.7 In the event of any potential misconduct by an employee the Disciplinary Procedure will be followed.
- 3.8 Any agreed improvement action relating to the complaint/grievance will be implemented and monitored by the Performance Manager.
- 3.9 If the complaint/grievance is against the Performance Manager it will be passed immediately to the Managing Director. In the event of the complaint/grievance being against the Managing Director it will be passed to the e-factor Chair, or a Director. The process 3.2 to 3.7 will be followed.

4. RECORDS

4.1 At all stages formal records will be kept and retained in a Master file.

5. REVIEW

5.1 This Procedure will be reviewed on an Annual basis.

5.2 This Procedure will remain in force until amended or withdrawn by the Company

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CUSTOMER COMPLAINT FORM

Name of Complainant

Date of receipt..... By Whom.....

Formal Complaint Grievance
Telephone Verbal
Written Original written grievance attached.

Substance of Grievance:-

Passed to Performance Manager Date.....

Entered in Log Number.....

Action:-

Signed off Signed:-.....

Log Signed off Date.....

e-factor

CUSTOMER COMPLAINT LOG

| Log No | Date | Formal Complaint | Grievance | Telephone Written Verbal | Name of Complainant | Date Signed Off | Papers Filed | Signature |
|--------|------|------------------|-----------|--------------------------|---------------------|-----------------|--------------|-----------|
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