

Regardless of initial reporting route, all complaints will be dealt with and co-ordinated by the Customer Services Manager. In the absence of the Customer Services Manager, complaints will be managed by the Senior Contracts Manager.

Our system for dealing with complaints is:

## STAGE 1

1. The complaints procedure is available upon request.
2. The complaint is logged and an automated response is returned via the CRM (Customer Relationship Management) MAX system confirming receipt. A unique case number is included for their reference.
3. The complaint is investigated and, where possible, rectified, by the Customer Services Manager (or member of their team) within 24 hours. An update is sent via the CRM (Customer Relationship Manager) MAX system to the sender stating the case is being investigated.
4. The complaint is added to the non-conformance summary for audit trail and trend analysis.

## STAGE 2 (if unable to be resolved at stage 1)

1. There will be a site meeting with the complainant, customer and the Customer Services Manager within 5 working days of receipt of the complaint.
2. A non-conformance report is jointly completed (a copy given to customer) detailing:
  - ❖ the nature of the complaint;
  - ❖ the agreed action required;
  - ❖ who will complete the action required;
  - ❖ the action taken;
  - ❖ the deadline date for the action to be completed;
  - ❖ then a final review with resident/complainant confirming action is completed by signature.
  - ❖ An update is sent via the CRM MAX system to the sender stating the case is now closed and the reason for the closure.
3. The Customer Services Manager would then complete a corrective actions review detailing:
  - ❖ what went wrong
  - ❖ what needs to be done to ensure it does not reoccur
  - ❖ the effectiveness of the preventive action

If, for whatever reason, the complaint cannot be resolved to the resident's satisfaction the complaint is escalated to board level. **A senior director of the company will become involved** until such time as the complaint is resolved to the satisfaction of the resident or a mutually agreeable solution is reached. If the complaint remains unresolved then the complainant can appeal still further. The matter will **be referred to an independent enquiry panel**. The panel will make a recommendation to the board and **the decision of the full board** following the recommendation is final.

Reviewed by Malcolm Edwards.

