



excel **instill** lence

www.facebook.com/instillexcellence • www.twitter.com/instill_info • www.instill-excellence.com

Client Complaint Policy

The purpose of this Policy is to:

Provide an avenue for client communication and feedback;

Recognise, promote and protect the client's rights, including the right to comment and provide feedback on service;

Provide an efficient, fair and accessible framework for resolving client complaints and monitoring feedback to improve service delivery;

Inform clients on the client feedback handling processes **and**

Provide staff with information about the client feedback process.

Scope

The Complaints Management Policy details the major components of the management of feedback. The components include the receipt, management and determination of all client feedback.

Definition of complaint

A complaint is:

'Any expression of dissatisfaction or concern made to an organisation by, or on behalf of, an individual client – including government agencies – group or member of the public, that relates to the company's products or services, or the performance, behaviour and conduct of staff, or the complaints handling process itself.'

A complaint can be made in person, by phone, email or in writing.

Principles of effective complaints management

Instill Excellence Client Complaint Policy is based on the following principles:

- Clients should be encouraged to voice their concerns at the point of service as soon as they feel unsatisfied. Staff may then be able to resolve the matter without delay;
- Wherever possible, complaints should be resolved at the point from which they originate; **and** information about how and where to complain will be well publicised to clients, personnel and other interested parties.
- Complaint management mechanisms will be made easily accessible to all complainants. The process will be made be easy to find, use and understand.

Objectivity

Each complainant will be addressed in an equitable, objective and unbiased manner through the complaints handling process. Our principles of objectivity include:

- **Openness:** to ensure both personnel and complainants understand the complaints handling process.
- **Impartiality:** to ensure a balanced consideration of all information/evidence is undertaken before a complaint can be resolved without fear or favour.
- **Confidentiality:** to ensure the complainants and client's identities are protected.
- **Accessibility:** to ensure all parties concerned are aware of the complaints handling process and the lodged complaints progress.
- **Completeness:** to ensure all available information/evidence has been collected from both sides.

- **Equity:** to ensure equal treatment to all people.
- **Sensitivity:** to ensure each case is considered on its merits, paying due care to individual differences and needs.

Customer rights

We require **all employees** to comply with the minimum standards of conduct and integrity based around the principles of personal integrity, relationships with others, and accountability.

Where a client raises a complaint, they have the right to have that complaint:

- Received and addressed in strict confidence;
- Addressed in a spirit of helpful cooperation and sensitivity; and
- Resolved promptly.

To assist in achieving this, all our complaints will be kept separate from other records held by Instill Excellence Ltd and information that would identify complainants will not be released in individual or aggregated form to anyone not involved in the customer complaint procedure without prior written permission from the Directors.

When a complaint cannot be resolved to the satisfaction of the complainant, clients have the right to be referred to an external body.

Staff rights

The Complaints Management Policy is designed to identify opportunities for improving customer satisfaction with the delivery of products and services and enhance the customer/provider relationship. However, it is recognised that complaints will sometimes name individual staff. We recognise that staff have certain rights, including the right to appropriate feedback and communication on work performance, fair and consistent treatment and reasonable avenues of redress. These rights are always to be respected , particularly in complaints where staff are cited.

Specific responsibilities

All staff:

- **Are responsible** for receiving client feedback;

- Are to **give priority to assist** in the resolution of client complaints. They will resolve minor verbal complaints where appropriate or refer more serious verbal or written complaints directly to their Line Manager; and
- **Shall record the details of minor verbal complaints** received and resolved and send to their Line Manager.

Line managers:

- Ensure that the Complaints Management Policy is **implemented** in their respective division;
- **Advise the Directors** of the nature of any major complaints and action taken/to be taken;
- **Document all complaints** received and how they were resolved, including any changes that may be required to delivery of service; **and**
- **Review and investigate** all unresolved complaints under the direction of the Directors.

Directors:

- Will take **overall responsibility for any complaints** and have them addressed through Line Managers as appropriate.

The company is dedicated to providing excellent customer service and maintaining a healthy client relationship at all levels from Directors down. We have a Complaints Policy to ensure all complaints are handled as efficiently and effectively as possible. As a client of ours, you are entitled to make a complaint to us. The following outlines our policy and procedures for the handling of verbal and written complaints.

Client Complaint Handling Process

Handling Your Complaint:

Upon receiving a complaint, we will acknowledge your matter via telephone or in writing within **2** business days.

If your complaint is urgent we will prioritise your complaint and attempt to resolve it **within 2 working days**. If we cannot, we will explain why and the reasons for taking longer.

We will keep you informed of the progress of your complaint, proposed actions and the expected timeframe for resolution.

Our aim is to resolve complaints in a timely manner and we will generally **resolve a matter within 30 calendar days**.

Complex complaints may take longer than 30 calendar days to resolve. In these cases, we will regularly update you on the progress and likely timeframe for resolution.

We will advise you of the outcome of your complaint. Where you have requested us to do so, we will advise you in writing.

Step one:

If you have a complaint regarding any aspect of your account or dealings with The Company or its consultants, we urge you to contact our company as soon as possible the first instance via telephone **07540776118**. Our objective is to resolve the vast majority of enquiries or complaints during your first contact with us. You will be charged at a local rate. If you prefer to put your complaint in writing, we will respond to your letter, or email, and will confirm any details in writing if you request us to do so.

If you like, you can appoint an authorised representative or an advocate to interact with us on your behalf. When you discuss your complaint with us, we can assist you to clarify and formulate the complaint. You can also make a complaint by using the Contact Us Form on our website, or please ask us if there is any other method you would like to use to send a complaint to us.

Step two:

Complaints made to the company are overseen by the Line Managers in the first instance, unless the complaint is directly in relation to the Line Manager. After a complaint is made, if it is not immediately resolved, we may need to investigate it. This process may take 15 Business Days, or longer (in which case we will update you with a reason for the delay and the expected timeframe).

If you are not satisfied with the response tendered to you, you may ask to escalate your complaint to the Director directly via: admin@instill-excellence.com. If so, we will try to make a Director representative available to address the complaint as soon as possible (depending on availability).

Step three:

When your complaint is resolved, we will confirm this with you within 10 business days.

If your complaint is not resolved to your satisfaction by us, and depending on the nature of your complaint, you may refer your complaint to the following outside body:

Trading Standards (**03454 04 05 06**)

Summary:

We want to resolve your complaints as soon as possible. Please contact us in the first instance and we'll do our best to fix any problems you may be having with our service, products or training as soon as possible.

UPDATED AUGUST 2018