



Complaints, Compliments and Suggestions (including appeals)

Description

Your comments, good or bad, can help us to improve our services. If you have a problem or an idea, we can only act on it if you tell us about it. If you have a compliment, complaint or a suggestion, please contact the Customer First UK Ltd.

Procedure

You can contact Customer First UK Ltd in any of the following ways:

Over the phone on 0845 2260719

In writing to our address at:
Unit 24, York Eco Business Centre, Amy Johnson Way, York, YO30 4AG

By e-mail to our General Manager frea.obrien@customerfirst.org

Compliments

Please tell us if you want to pass on a compliment or say thanks to our staff, Approved Consultants, Preferred Business Partners, Assessment Bodies or Assessors. It is nice to know that we are doing a good job. We can also learn from and build on the good things.

We pass on any compliments we receive to the relevant individual.

Suggestions

We welcome your suggestions. You are in the best position to tell us how we can improve our service. We will confirm we have received your suggestion. We consider all suggestions and will contact you to give you feedback.

Complaints

We welcome complaints. Not only can we try to sort your problem out, but if needed, we can improve our services and change how we do things in the future.

If you want to make a complaint we need to know the following:

- ✓ your name
- ✓ your address / your email address
- ✓ your phone number
- ✓ when the problem happened
- ✓ brief details of the problem
- ✓ who was involved; and
- ✓ what you would like to happen as a result of your complaint.

Informal complaints

If you have a complaint about our staff or an Approved Consultant, it is best to contact the General Manager at Customer First UK Ltd office (as above). We call this an informal complaint.

If your complaint is about a Preferred Business Partner, Assessment Body or an Assessor, then please contact them directly and use their Complaints procedure. They should be able to sort out your complaint straight away. If they can't, they will agree with you when they will be able to sort the problem out.

If your complaint is about an organisation that has achieved the Customer First Standard, then please contact them directly and use their Complaints procedure. As they have achieved the Customer First Standard, they should be able to sort your complaint straight away. If they can't, they will agree with you when they will be able to sort the problem out.

If you have already complained informally, and your problem has not been sorted out, you can contact Customer First UK Ltd to register a formal complaint in writing. We accept both letters and e-mails.

Formal complaints

Customer First UK Ltd will register your complaint and pass it to the General Manager to investigate. We will e-mail you within 2 working days of receiving your complaint to tell you:

- ✓ that we have got your complaint;
- ✓ who is dealing with your complaint;
- ✓ how you can contact the person dealing with your complaint; and
- ✓ when you will receive a response.

We will then investigate your complaint and reply to you within 10 working days. If you are unhappy with this response, you can ask for your complaint to be reviewed by the Customer First UK Ltd Appeals Panel.



Appeals

You have a right to lodge an Appeal against the General Managers decision. Any Appeal must be lodged within 28 days from the notification of the Complaints Decision.

The Customer First UK Ltd Appeals Panel is made up of 2 Board members and an independent Chair Person who will investigate your complaint and will:

- ✓ review the action taken so far;
- ✓ gather any extra information needed;
- ✓ contact relevant staff, Approved Consultants or Assessors / Assessment Partner staff to gather extra information;
- ✓ consider the evidence, and then
- ✓ use the findings to make a final decision.

We will then respond to you in writing.

Our target for responding to appeals is 15 working days from the date of the Board Meeting following receipt of the appeal.

This is the final stage of our procedure. The decision of the Appeal Panel is final; no further appeals will be accepted following their decision, although both parties have recourse under English law.

Decisions of the Appeal panel are made in good faith and irrespective of whether an Appeal is upheld or otherwise, no costs whatsoever shall be reimbursed.

Continuous Improvement

We will review all Complaints, Compliments and Suggestions at least once a year to review the effectiveness of corrective and preventative actions we've taken.

