

OP12 Client Complaints Process

1.0 Description

Standards International Ltd endeavours to provide the best possible service. However, should a client feel the need to complain, we take this very seriously and operate a complaints investigation and resolution process as outlined below.

2.0 What is a 'complaint'?

Standards International Ltd defines a complaint as an expression of dissatisfaction with the services provided by Standards International Ltd. This is not the same as feedback provided through company surveys, at training workshops or through the Value Benefits Guarantee.

3.0 The complaints process

1. Complaints must be submitted in writing (letter or email) and addressed to the Quality Manager within one calendar month of a service being delivered. The complaint must be sent to one of the following:
 - a. Letter – Standards International Ltd, 5 The Granary, Fairclough Hall Farm, Weston, Hitchin SG4 7DP
 - b. Email – enquiries@standardsinternational.co.uk.

2. The Quality Manager must acknowledge receipt of the complaint in writing within two days of receipt.

If additional information is required the Quality Manager must inform the client in writing at this time, clearly stating what additional information he/she requires to proceed with the client's complaint.

3. The Quality Manager must investigate the complaint within ten working days of acknowledging receipt. If a longer period is needed the Quality Manager must inform the client in writing with an explanation of the expected timescale.
4. Once the investigation has been completed the Quality Manager must notify the client in writing within two working days of the outcome and any corrective actions that have been implemented.
5. Details of any compensation must also be provided at this time and issued within ten working days.
6. The Quality Manager must inform the client of their right to escalate their complaint to the Managing Director of Standards International Ltd if they are dissatisfied with the investigation outcome at this time.
7. The client must confirm in writing that they are satisfied that their complaint has been handled appropriately and must indicate whether or not they accept any compensation that may be offered.
8. If the client is not satisfied with the outcome of the complaint, they must notify the Quality Manager who will then pass the complaint onto the Managing Director who will repeat this process.
9. Corrective and disciplinary actions must be processed where necessary and logged in the continual improvement log and individual HR folder if applicable.
10. The decision of the Managing Director is final.