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1. INTRODUCTION

Customer/Consumer complaints can be received in various ways, such as formal letters corrective and preventive action requests, faxes or verbal communication. Whatever format these complaints arrive in, it is important they are dealt with in a standardised way and that the resolution of any problem is carried out in an effective and timely manner. Customer/ Consumer complaints must be dealt with individually and responded to accordingly

2. SCOPE

This instruction should be used for all customer/consumer complaints within **Exclusec Security Solutions Ltd**. It may be used to support other methods of achieving customer satisfaction methods.

3. PURPOSE

The purpose/objective of this document is to:

- Define a complaint
- Ensure all complaints will be handled in uniform manner.
- Ensure all customer/consumer complaints receive quality responses
- Ensure all agreed customer/consumer complaints are logged and investigated.
- Ensure all complaints are closed
- Identify the escalation procedure
- Provide input data into root cause analysis.

4. COMPLAINTS DEFINITION

A customer complaint/consumer is defined as an expression of dissatisfaction with **Exclusec Security Solutions Ltd** concerning:

- 1 An unmet expectation or requirement.
- 2 Error in delivery or invoicing.
- 3 Confusing documentation.
- 4 Apparent unprofessional conduct or behavior.
- 5 Inability to contact the right person.
- 6 Breach of confidentiality. (Verbal or written)

5. RESPONSIBILITY

All staff are responsible to act accordingly and should record what has been agreed with the customer/consumer as to what the nature of the complaint is, **(Is it formal)** The Management responsible will in turn monitor the effectiveness, via management meetings, or by audit and investigations.

6. ESCALATION

Escalation is the process by which the focus on a customer's/consumer's complaint is passed to the management hierarchy; until such time that the root cause is resolved.

Escalation takes place when:

- The customer requires escalation.
- There has been a failure to agree to a suitable course of action.
- The response time fails to meet the agreed response time.
- The complaint is deemed serious enough for the advice or attention of the next level of management.
- Arbitration is required.

7. COMPLAINTS CLOSURE

To ensure there is objective evidence that complaints are closed; upon receipt all complaints will be given a unique number. When a solution has been implemented, the customer is requested to send a fax, letter or email quoting the said reference number and state that the solution is satisfactory. If there is no response received from the customer within seven days the customer the complaint will be deemed as closed and the customer is advised accordingly.

8. TIMESCALES

We will acknowledge receipt of your complaint within 3 working days, letting you know who is investigating your complaint.

We aim to investigate the complaint within 10 working days. If your complaint is more complex, or involves people who are not available at the time, we may extend this time. We may contact you within this period to seek further information or clarification (in some instances we may recommend a meeting). At the end of the investigation we shall write/email to inform you of our decision.

Signed:



Name: James Bancroft

Position: Managing Director

Date: 01/02/2015