VRS Customer Complaints Procedure

On receipt of a complaint (either verbally or in writing) the member of staff should record the details of the complaint within Big Change against the project file, the date and time. They must immediately pass the details to their line manager against which the complaint has been made, ensuring this is copied into the Operations Director.

Within **24 hours** of receipt of the complaint, the relevant manager will log the complaint (in the Complaints Log) and will send an acknowledgement in writing to the complainant, along with a copy of the Company Complaints Policy.

The manager should then investigate the details of the complaint with the staff involved, ensuring that notes are kept at all times. The manager must then issue a written response to the complainant detailing findings and outcome, within **10 working days** of being notified of the complaint. If the complaint needs further investigation the complainant must also be notified within 10 workings days, advising of a further 10 day extension.

The manager should complete a non-conformity report and supply a copy to the Operations director. The manager should also take any further action that may be necessary.

20 working days from initial receipt of the complaint, the Manager will send a closure letter to advise that the complaint is deemed resolved and the complaint has been closed.

If at any time the complainant is not satisfied with the way the complaint is dealt with, or if they are not satisfied with the outcome of the Managers response, the claim must be escalated to the relevant line manager, ensuring that the Operations Director is also notified. The line manager will then follow the above procedure until the customer is satisfied that the complaint has been resolved.

The Complaints log must be updated by the investigating manager and notes of conversations and copies of all documentation and correspondence should be kept and filed in the Complaints file.