

P18 Customer Complaint Procedure

Objective:

To ensure that customers complaints are recorded on a Customer Complaint Log - Service Report RO6, and are dealt with effectively, professionally, and reviewed in order to prevent the complaint from recurring. All details shall be logged and recorded on our system.

Scope:

All areas where we come into contact with, or carry out work for, prospective or existing customers, including main contractors customers.

Customer Complaint Procedure:

When the company receives a customer complaint the details are noted and emailed directly to the Operation Office. Within the same day the customer will be contacted to ascertain the nature of the complaint or issue. If it requires a inspection site visit the date is booked with the customer and entered into the Technical Surveyors schedule via their daily electronic diary. Following the visit the report back will determine what course of action will be taken. If a follow up site visit is required by an installer to undertake some remedial work, it is recorded on RO6, a date set with the customer and a Customer Complaint Form F10 will be raised to detail the problem to the visiting team. An agreed time for this complaint to be resolved will be established, and will conform to and follow the BUFGA code of professional practice, and in line with our Service Call Procedure P23.

The process in summary to include the following:

- Following receipt of initial customer call, record detail on RO6
- Operations Manager to contact customer within 1 working day
- Any site inspection required will be arranged accordingly
- Customer Complaint Form F10 raised and passed to the relevant installer.
- Issues will be rectified within a minimum time period and agreed with the customer.
- Once the issue is rectified to the customers satisfaction it will be detailed on the resolution section of Customer Complaint Record RO6.
- Future preventative action should be considered to prevent a recurrence of this issue.
- Following the documented details on RO6 this can be reviewed if relevant during the next scheduled Internal Review Meeting.
- Should the complaint not be resolved during the above process all possible means will be actioned to resolve it as soon as possible and to the customers satisfaction.