## Customer Complaints Procedure

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| **Version:** 001 |
| **Date approved:** |
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| **Authority to amend: Manager** |
| **Related documents**  *National Standards for Volunteer Involvement* |

ABCD is committed to excellent customer service and continuous improvement. We welcome feedback and will deal with customer service complaints as quickly as possible.

The following complaints procedure will be used for dealing with service delivery complaints from customers or member agencies.

1. Where possible, the complaint will be resolved at the lowest level through informal, verbal communication.
2. All complaints that remain unresolved will be referred to the Manager.
3. In the absence of the Manager, a senior staff member may receive the complaint and:

* if possible, resolve the matter or provide further information to clarify any misunderstanding
* advise the complainant that the Manager will be informed as soon as possible.

1. Where a complaint is still unresolved, the complainant will be encouraged to formally put the complaint in writing, to minimise the risk of misunderstanding.
2. If a written complaint is received, the Manager will investigate and action the matter, and the following information will be recorded:

* The name of the complainant.
* The name of other party involved (staff member, agency etc.).
* The date of the complaint.
* The nature of the complaint.
* Details of key contacts with the complainant and the action taken (including dates).
* Date of finalisation of the response to the complainant.
* Any changes or actions, resulting from the complaint.

1. Complaints will be held in a Complaints File and retained for seven (7) years.
2. A summary of complaints received will be reported to the Board on a bi-monthly basis, as part of the Manager’s report. Any complaint that is escalated to include a complaint being lodged to a third party (e.g. funder, Minster or regulatory body) will be reported to the Board at the first available opportunity.