	<h1>Customer Complaints Procedure</h1>	Issue date: 11-Oct-21
Doc No: PRO002	Author : Aleksandra Szul-Thomas	Issue No : 1

Purpose

For the purpose of this policy, Smart Solutions (Recruitment) Ltd will be referred to as ‘SSR’.

SSR views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person or organisation that has made the complaint.

We encourage all of our staff to work with customers and try to find a resolution to any expressions of dissatisfaction without the need to use the formal complaints process.

In many cases we can resolve an issue very quickly - by putting the problem right straight away and to our customers satisfaction. We consider these types of cases as informal service issues.

We encourage all of our staff to work with customers and try to find a resolution to any expressions of dissatisfaction without the need to use the formal complaints process.

However, when a customer is unhappy about the way that a service issue or request was handled, they should be referred to this policy.

SSR will respond promptly to complaints received. We are committed to providing a high quality service.

Policy

SSR welcomes comments from its clients regarding the efficiency of the service it provides. Whenever a *formal* complaint is received regarding the quality of its service, SSR will carry out an investigation in accordance with the procedures laid out in this policy.

Complaints and/or comments regarding the quality of SSR service can be made by one of the following methods:

- by letter; please address it to:
HR Department
Smart Solutions Recruitment
Unit 4B, Oak House
Village Way, Coryton
Cardiff
CF15 7NE
- by e-mail; complaints@smartsolutions.co.uk
- by telephone; 02922 803425
- in person; at any Company’s offices
- via Company’s website; <http://www.smartsolutions.co.uk/>

Procedure


When dealing with a customer, if there is uncertainty to whether the customer is complaining, ask the customer if they would like to register a *formal* complaint.

When a complaint, enquiry or compliment comes to SSR and there is uncertainty about which category it should be assigned to, then please refer to HR Department for guidance.

The complaint must then be passed to HR Department. Once a formal complaint is received, the HR Department will send an acknowledgment communication explaining the process. The complaint must then be assigned to the relevant Manager for response and communicated to Compliance department; a Problem Report must be raised.

The complaint must be acknowledged in writing within 5 working days. A full written response should be sent within 10 working days unless third party circumstances prevent this. In such cases the complainant should be informed of an anticipated timescale. If this is unsatisfactory the complainant will have the right of appeal to the next stage.

If the complainant would like a third party/person to represent them we will require written confirmation in order to proceed.

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Receipt and exchange of any communication regarding the complaint, enquiry or compliment should be communicated to Compliance Department for quality control.

The Stages of Responsibility are:

- Stage 1 - The first complaint or enquiry that is registered by HR department and passed to the relevant Manager for response; where a complainant(s) is unhappy with the response to his/her complaint this must be logged on a Problem Report, including the outcome of any investigations and then passed to the next stage.
- Stage 2 - If the complainant is unhappy with the response provided at Stage 1 and contacts SSR again regarding the original complaint then this must be passed to HR Department for review/response.
- Stage 3 - If the complainant is still unhappy with the response provided by HR Department the complaint must be referred to SSR Chief Executive or Board of Directors as applicable.

Outcome

A Problem Report will be presented during annual Management Review Meetings where complaints and enquiries will be analysed and re-occurring patterns evaluated as well as preventing and corrective actions agreed where possible.

Responsibility

The HR Department will monitor the complaints process to include:

- The number of complaints, enquiries and compliments within the last quarter
- The number of complaints acknowledged within 5 working days
- The number of complaints responded to within 10 working days
- The number of complaints resolved
- The number of complaints at stage 2 & 3
- Outstanding complaints
- Complaints not responded to within the 10 day time period
- Analysing patterns

The Compliance Department will review the process during annual internal audits to ensure quality control and report on reoccurring instances/trends during Management Review Meetings.

Queries, Amendments & Review

Any queries should be addressed to the Human Resources Department. Any amendments will be notified by revision of this document.

This policy will be reviewed periodically.