

Connevens Limited Complaints Procedure

Connevens Limited is committed to providing a high-quality service to all our customers. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

The aim of Connevens Limited is to ensure that our complaints procedure is properly and effectively implemented, and that customers feel confident that their complaints and worries are listened to and acted upon promptly and fairly.

If you have a complaint, please contact us with the details

Oral Complaints

- All oral complaints, no matter how seemingly unimportant, should be taken seriously. There is nothing to be gained by staff adopting a defensive or aggressive attitude.
- Front line staff who receive an oral complaint should seek to solve the problem immediately if possible.
- If staff cannot solve the problem immediately they should offer to get a senior manager to deal with the problem.
- All contact with the complainant should be polite, courteous and sympathetic.
- At all times staff should remain calm and respectful.
- Staff should not accept blame, make excuses or blame other staff.
- After talking the problem through, each manager or the member of staff dealing with the complaint should suggest a course of action to resolve the complaint. If this course of action is acceptable then the member of staff should clarify the agreement with the complainant and agree a way in which the results of the complaint will be communicated to the complainant (ie through e-mail or by letter).
- If the suggested plan of action is not acceptable to the complainant then the member of staff or manager should ask the complainant to put their complaint in writing to Connevens Limited and give them a copy of the complaints procedure.
- In both cases details of the complaints should be recorded and handed to the Manager.

Written Complaints

- When a complaint is received in writing (either by letter or email) it should be passed on to the duty manager.
- If necessary, further details should be obtained from the complainant and where appropriate, a copy of this procedure should be forwarded to the complainant.
- If the complaint raises potentially serious matters, advice should be sought from a legal advisor to the company. If legal action is taken at this stage any investigation by the company under the complaints procedure should cease immediately and the matter referred to our insurers.

- Immediately on receipt of the complaint the company should launch an investigation and within 28 days should be in a position to provide a full explanation to the complainant, either in writing or if necessary, by arranging a meeting with the individuals concerned.
- If the issues are too complex to complete the investigation within 28 days, the complainant should be informed of any delays.
- In our response a detailed explanation of the results of the investigation should be given and also an apology if it is deemed appropriate (apologising for what has happened need not be an admission of liability).
- Our response gives the company the opportunity to show the complainant that the matter has been taken seriously and has been thoroughly investigated.
- The Connevans team should discuss complaints and their outcome at a formal business meeting and Connevans Limited's complaints procedure should be audited by the management every twelve months.

Training

The Management Team is responsible for organising and co-ordination training.

All staff should be trained in dealing with, and responding to, complaints. Complaints policy training should be included in the induction training for all new staff and in-house training sessions on handling complaints should be conducted at least annually and all relevant staff should attend.



David Evans
Managing Director
January 2016

