



**Britannia Fire Compliance Company Ltd**  
Keeping You Up To Code.

**CUSTOMER COMPLAINTS POLICY**

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## **CUSTOMER COMPLAINTS POLICY**

Our aim of dealing with customer complaints is to focus on the customer, where we have created a complaint system that is convenient and easy for them to use. We have established a documented complaint handling procedure and keep relevant and detailed records. All employees are introduced, trained and aware to the importance and benefits of the complaints procedure.

### **Customer complaints handling procedure.**

We provide a documented procedure for filing complaints on our paperwork that we provide to all our customers. This will explain to the customer how they can file a complaint through either in writing, in person, by phone or by email. We will aim to answer them back as soon as possible and inform them that we will investigate their complaint, keep them updated on the situation as it progresses and will aim to resolve all complaints in no longer than thirty days.

### **Internal complaints handling procedure.**

The responsibility and handling of customer complaints will be dealt with by all senior staff. The procedure for this will be as follows:

1. **Record the complaint.** When we receive a complaint it will be recorded appropriately in our complaints system. All complaints will be recorded by the senior member of staff.
2. **Analyse the complaint.** All complaints will be analysed as soon as possible to decide whether a quick resolution is possible or further investigation is needed.

3. **Resolve the complaint.** The main focus of this is to resolve the complaint as soon as possible to ensure the customer is still happy with the service provided whether it be through an apology for lateness, a face to face discussion with the customer, a refund, compensation or exchange of product.
  
4. **Close the complaint.** The senior member of staff will communicate the resolution to the customer through their preferred method of contact and document the resolution in the system. If the customer doesn't accept the resolution, the complaint should be re-opened and escalated for investigation.

### **Documenting the complaints.**

We will have a record of complaints to provide a quality control mechanism for customer service, management review and ensures that all complaints can be tracked. This record will consist of a spreadsheet with details such as:

- The date the complaint was made
- A brief description of the complaint
- Response details for the complaint
- Actions taken to resolve the complaint
- Who dealt with the complaint
- The outcome
- The date the complainant was advised the outcome

All staff should will be properly trained in dealing with complaints and understand the complaints procedure. This procedure will be reviewed regularly. We will ensure that complaint handling forms part of the induction process, training and performance review of staff.

Review date: August 2020