

Compliment and Complaint Handling Policy

PURPOSE of STATEMENT:

To assist staff, customers and their representatives with the timely and effective management of compliments and complaints.

POLICY:

It is our policy to enable representatives, visitors, staff and customers to provide feedback or raise a complaint about any aspect of our service, the services we provide or the operation of our business.

The aim of this policy is to improve the quality of services provided by adopting a positive, blame-free approach to resolving complaints.

Compliments received by the business tell us what we're doing right. Complaints received by the business are seen as an opportunity for improvement. All feedback is taken seriously.

We will make all reasonable efforts to understand issues or concerns, and resolve complaints within the business when they arise.

The timely and efficient management of complaints fosters a positive, cooperative attitude with customers, their representatives, visitors, and staff.

Complaints will be addressed promptly with the aim of providing a formal response within 7 days. We will communicate with you openly and regularly while we work to resolve your complaint. Where appropriate, the Managing Director will be actively involved in resolving the issue. Once a resolution has been reached, we will talk with you to make sure you're satisfied with the outcome of your complaint.

If you are not happy with the outcome of your complaint, you can ask us for an internal reconsideration of our decision. We can also assist you in accessing external complaint resolution mechanisms.

PROCEDURE:

- All our customers and suppliers are informed about the process for lodging a compliment or complaint.
- Our *Compliments and Complaint Handling Policy* is promoted widely within our service. Copies of our policy, procedures and relevant forms are available from our HSQE Office and are displayed on our website.
- Staff have an understanding of our *Compliments and Complaint Handling Policy* and are available to assist our customers and representatives in providing feedback to the business.
- Compliments and complaints can be provided:
 - by telephone to the main offices in Chesterfield
 - in person, verbally to HSQE Manager or by approaching a member of staff for assistance
 - in writing by email to www.spectrumfreight.co.uk
 - by telephone on 01246 456677

- in writing by mail to Spectrum Freight Ltd , PO Box 105, Chesterfield, S41 9ET
- Complainants are encouraged to lodge their complaint in either writing or email. This will assist with understanding the nature of the complaint and ensure that the facts provided are correct.
- The complaint is to be referred to the relevant staff member for consideration
- Complainants have the right to ask us for an internal reconsideration of decisions we have made in relation to their complaint.
- Options for internal reconsideration of decisions and external complaint resolution are offered to any complainant who is not satisfied with the resolution of their complaint within the service.
- If someone gives a verbal compliment or complaint, they should be encouraged to complete an *email or written summary* to facilitate the tracking of feedback by the business. Alternately, staff will use the hard copies to record verbal feedback to inform ongoing improvement activities.
- If a concern or complaint is minor and was addressed at the point of service, staff should record the issue and any actions taken in the *complaints folder on the shared drive*.
- Any staff member can be approached to provide compliments, to raise a concern or make a complaint. Where a staff member is not empowered to handle or resolve complaints on behalf of the business, the staff member will be able to refer the complaint to other staff and/or act as an advocate for the complainant and assist with completing forms for them.
- Any complaints received by our business are registered on the *shared drive*, acknowledged, and investigated where required. Feedback on how the complaint was managed and resolved is sent to the complainant once the complaint is closed.

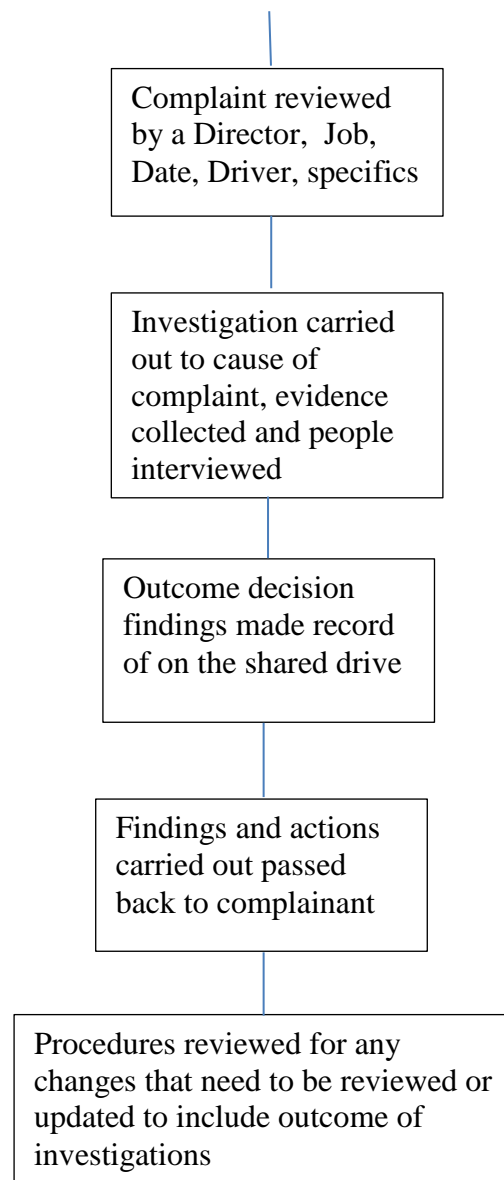
ACCOUNTABILITIES:

- Staff are responsible for reporting compliments and complaints to the Managing Director before the end of their shift.
- The HSQE Manager and Managing Director are responsible for the management of the compliments and complaints process and informing staff of any feedback received.
- The HSQE Manager and Managing Director are responsible for analysing feedback trends for the purposes of informing ongoing improvement activities within the business.

CONFIDENTIALITY:

- All information regarding complaints will be kept confidential amongst the staff concerned with its resolution.
- Complaint documentation will be kept in a safe, locked place and accessible only to staff handling the complaint.
- Compliment and complaint information may be forwarded to the management team as part of ongoing improvement activities within the business.
- Statistics on all types of compliments and complaints will be recorded and used to inform ongoing improvement activities within the service. For this purpose, compliment and complaint information may be disseminated to other staff. However, the identity of the complainant or persons named in the feedback will not be disclosed

Complaint received



Review Date: At least 12 months or on events.

Reviewer:

D B Stevens

David Stevens
Managing Director
2021.01.05

Approver:

J Stevens

Jessica Stevens
SHEQ Manager
2021.01.05