

COMPLAINT POLICY AND PROCEDURE

VB Pro Ltd is committed to providing a quality service in an open, accountable and professional manner that builds trust and respect. One of the ways in which we can continue to improve our service is by listening and responding to the views of our clients, suppliers and employees, and in particular by responding positively to complaints, and by putting mistakes right.

VB Pro Ltd will follow the following procedures to ensure all complaints are dealt with efficiently, fairly and speedily.

Therefore we aim to ensure that:

- making a complaint is as easy as possible;
- we treat a complaint as a clear expression of dissatisfaction with our service which calls for an immediate response;
- we deal with it promptly, politely and, when appropriate, confidentially, in line with good business practice;
- we keep the complainant informed of the progress throughout the process;
- we respond in the right way – e.g. with an explanation, an apology or information of any action taken etc;
- we will train our employees to give high levels of customer service;
- all employees understand the importance of meeting customer expectations;
- we learn from complaints, use them to improve our service and review annually our complaints policy and procedure;
- if a complaint regarding staff actions or behaviour is found to be valid, then the issue will be referred to our Human Resources team and investigated in accordance with Disciplinary and Grievance Policy and Procedure. This will be regarded as an outcome for this complaints procedure;
- we are compliant with Trading Standard Customer Complaint Procedure guidelines and requirements.

We recognise that many concerns will be raised informally, and dealt with quickly.

Our aims are to:

- resolve informal concerns quickly;
- keep matters low-key;
- enable mediation between the complainant and the individual to whom the complaint has been referred.

An informal approach is appropriate when it can be achieved. But if concerns cannot be satisfactorily resolved informally, then the formal complaints procedure should be followed.

What is a complaint?

VB Pro Ltd defines a complaint as 'any expression of dissatisfaction, however made, about the standard of service, quality of goods, actions or lack of action taken by us, that requires a formal response.

- A complaint is an expression of dissatisfaction whether justified or not;
- It is for the client/service user to decide whether or not to make a complaint;
- A client/service user may complain about the standard of service received because:
 - we have not achieved the standard we say we will provide, or
 - we have not provided the service to the standard which the client/service user thinks is reasonable, or
 - we are doing something which the client/service user did not want us to do, or
 - we are carrying out our duties in an unsatisfactory way, or
 - our staff or sub-contractors are behaving in an unacceptable way (including rudeness, violence or aggression), or
 - we fail to do something which we have been asked to do
 - we fail to do something which the client/service user thinks we should have done, even if we were not actually asked to do it.

Our complaints policy does not cover:

- complaints that staff may have about VB Pro Ltd as their employer, these should be made through the grievance procedure;
- matters that have already been fully investigated through this complaints procedure or
- anonymous complaints

Purpose: the formal complaints procedure is intended to ensure that all complaints are handled fairly, consistently and wherever possible resolved to the complainant's satisfaction.

VB Pro Ltd's responsibility will be to:

- acknowledge the formal complaint in writing;
- respond within a stated period of time;
- deal reasonably and sensitively with the complaint;
- take action where appropriate.

A complainant's responsibility is to:

- bring their complaint, in writing, to VB Pro's attention with two weeks of the issue arising;
- raise concerns promptly and directly with a member of staff;

- explain the problem clearly and as fully as possible, including any action taken to date;
- allow VB Pro Ltd a reasonable time to deal with the matter;
- recognise that some circumstances may be beyond VB Pro Ltd's control.

Responsibility for Action: All employees are responsible for ensuring senior management are informed of any complaints made to them.

It is the responsibility of the Quality Representative to investigate and respond to formal complaints.

Confidentiality:

Except in exceptional circumstances, every attempt will be made to ensure that both the complainant and VB Pro Ltd maintain confidentiality. However circumstances giving rise to the complaint may be such that it may not be possible to maintain confidentiality (each complaint will be judged on its own merit). Should this be the case, the situation will be explained to the complainant.

Monitoring and Reporting:

The purpose of monitoring is to ensure that lessons are learned from justified complaints and consequently service provision and quality can be improved as a result.

We will keep a record of complaints, including dates received, date acknowledged, responses made, category of complaint, actions taken and lessons learnt.

Categories of complaint:

- Standard/quality of service:
 - the company has not achieved the standard it says it will provide;
 - the service has not been provided to the standard which the client/service user thinks is reasonable;
 - duties have been carried out in an unsatisfactory way;
 - failure to follow agreed procedures and timescales.
- Failed to provide a service:
 - the company failing to do something which it has been asked to do;
 - the company failing to do something which the client/service user thinks it should have done, even if it was not actually asked to do it;
 - failure to implement agreed actions
- Staff behaviour/attitude:
 - Unacceptable behaviour by staff, including rudeness, violence, aggression;
 - Poor communication from department to customer/service users;
- Management decision/disagreement with decision;

An annual audit and report of all complaints received and their resolution will be made and presented to the management team. Complaints will also be included as an agenda item on monthly Management Review Meetings.

FORMAL COMPLAINTS PROCEDURE

Stage 1

In the first instance, if you are unable to resolve the issue informally, you should write to the member of staff who dealt with your, or their manager, so that he or she has a chance to put things right. Your letter should set out the details of your complaint, the consequences for you as a result, and the remedy you are seeking.

You can expect your complaint to be acknowledged with 5 working days of receipt. You should receive a response and an explanation within 15 working days. If you are unsure which member of staff to write to, your complaint should be sent to:

Quality Representative,
VB Pro Ltd,
Unit 7A, West Station Business Park
Spital Road,
Maldon,
Essex, CM9 6FF

Final Stage

If you are not satisfied with the initial response to the complaint then you can write to the Managing Director and ask for your complaint and the response to be reviewed. You can expect the Managing Director to acknowledge your request within 5 working days of receipt and you will receive a response within 15 working days.

VB Pro Ltd's aim is to resolve all matters as quickly as possible. However, inevitably some issues will be more complex and therefore may require longer to be fully investigated. Consequently timescales given for handling and responding to complaints are indicative. If a matter requires more detailed investigation, you will receive an interim response describing what is being done to deal with the matter, and when a full reply can be expected.

If necessary the Trading Standards Service are available to offer advice to both parties to help resolve the complaint quickly. VB Pro will co-operate with the Trading Standards Service or any other formal intermediary consulted by a consumer in an attempt to resolve any complaint.