

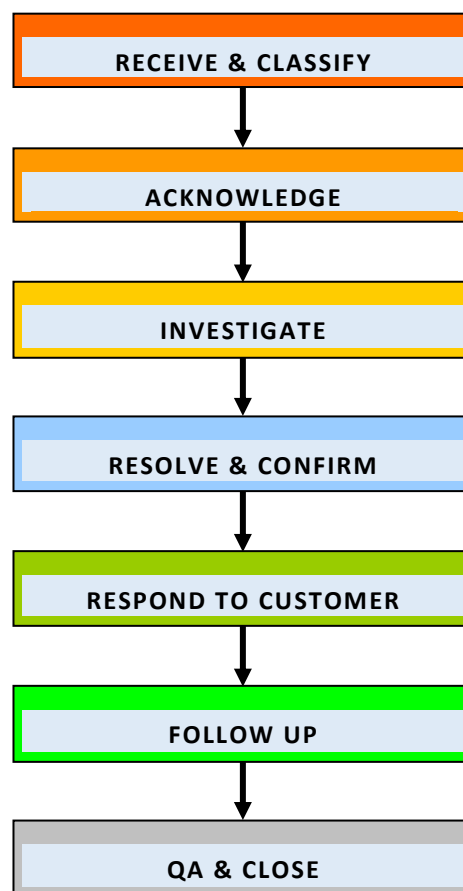
## COMPLAINT HANDLING PROCEDURE

### CONTEXT AND OVERVIEW

We aim to deliver a consistent, high-quality and accountable response to complaints across EasyPay Midlands Ltd. This quality procedure is in line with the overall customer service strategy and industry 'best practise' this procedure covers all of our products and services.

### PROCESS OVERVIEW

The following key steps must be followed for all customer complaints received by EasyPay Midlands Ltd staff.



### RECEIVE & CLASSIFY

Ensure that all potential issues are captured by the organisation, and classified for escalation, review and action as required.

Any complaint, issue or negative customer interaction (whether this is formally logged by the customer or not), must be logged and classified for action.

All of these complaints must be formally logged using the paper-based forms provided.

## **All complaints must be prioritised as follows;**

**Priority 1 – urgent**, potential high business impact. **The SLA requires a response to the customer within 3 working days.**

This should be used (sparingly) for major issues where the customer may be considering moving their business from EasyPay Midlands Ltd.

Also this could be used in a situation where the customer may be in a position to influence or make public statements that would impact upon the EasyPay Midlands Ltd brand or reputation.

**Priority 2, - non-urgent**, lower business impact. The SLA requires a response to the customer within 2 working weeks.

This should be used for most complaints with individual customers, as this allows a reasonable time to collect information and produce a balanced response.

Discretion and flexibility should be exercised in prioritising all complaints

The staff member logging the complaint should review the complaint and its priority with the Office Manager before proceeding to the next step.

Office Managers will decide on the appropriate person(s) to carry out subsequent steps, including the investigation.

**All Priority 1 complaints must be escalated immediately to the Office.**

### ACKNOWLEDGE

Ensure that every complaint receives a formal written acknowledgement, containing an expectation of when they will receive a response, and the person dealing with it.

All complaints, regardless of priority, should receive a pro forma (see below) acknowledgement sent out 1st class mail on the day of receipt.

### INVESTIGATE

Follow up all aspects of the complaint, both internal and external, to ensure that the key facts are identified and clarified.

The priority of the complaint will drive the timescale for completion (3 days for urgent or 2 weeks for non-urgent).

All areas of interaction and communication should be established (who, what, where, when, why etc) and documented where possible.

### RESOLVE & CONFIRM

Ensure that the final resolution is clear and fair. Also confirm the proposed action and resolution with another senior person.

Ensure that the proposed resolution meets corporate guidelines and does not prejudice EasyPay Midlands Ltd in any unnecessary legal or financial manner.

Document the proposed action and discuss and agree with the Office.

Discuss and review the solution from both the corporate and customer viewpoint to ensure fairness and clarity.

The review should include recognition and documentation of any underlying issues that have contributed to the complaint and recommendations for actions to prevent further occurrence.

This should then be reviewed as part of the bi-monthly SLA and CSAT reviews.

## RESPOND TO CUSTOMER

Provide the customer with the resolution within the timescales promised.

The details of the findings and proposed resolution should be clearly explained (in written or verbal form as appropriate) to the customer- within the agreed timescales.

If this cannot be done on time the customer should be contacted by telephone to request further time.

## FOLLOW UP

Ensure that complaints are followed up to confirm that customers are satisfied with the response given.

- All Priority 1 complaints and 95% of priority 2 complaints must be followed up within a reasonable timescale.
- This will be carried out by the office.
- The follow up should identify the following
  - Is the customer satisfied with the response?
  - Did they feel that their complaint was properly and fairly handled?
- Any negative responses to these questions should be referred to the Managing Director for action and direct follow up with customers.

## QA & CLOSE

Ensure that the organisation as a whole is aware of complaints and any underlying issues. Plan actions to remove these and prevent future recurrence.

All complaints should be reviewed monthly as part of the SLA/CSAT review meetings.

Any complaints where action can be taken to avoid recurrent must be acted upon and raised with the appropriate managers.