



Complaints Handling Policy, Procedure and Process

1. Policy statement

A complaint is an expression of dissatisfaction of the services provided by Lite Ltd. We are committed to meeting and exceeding our customer care standards and providing high quality products and service. We welcome your comments, suggestions, and feedback on the service you have experienced when using any of our products or services.

This procedure is the mechanism for customers to raise concerns or complaints about the service delivered by Lite Ltd. The aim is to prevent unnecessary delay, whilst ensuring a full and fair assessment of the circumstances of an individual complaint. A formal complaints procedure should be a last resort in the search for a solution to a problem. Every effort should be made to resolve issues informally prior to using the Complaints Procedure.

2. Purpose

The purpose of this policy is to set out our commitment to handle complaints as part of the overall strategy to satisfy the needs of customers / stakeholders and employees. Expressions of dissatisfaction will be considered as important as complaints and plans put in place to remedy the service.

3. Scope

This policy and procedure apply to any of our customers/stakeholders. These can be applicants, learners, apprentices, employers, parents, or external organisations.

4. Roles and Responsibilities

The Manager, Jackie Shopland-Reed has overall responsibility for implementation of this policy. She is responsible for ensuring:

- A copy of this document is available to all employees and that the policy, and associated procedures are reviewed annually
- The adherence of this policy by all employees
- The policy is available to learners/ apprentices and employers
- The policy is published on the LITE Ltd website

All staff are required to act in accordance with this policy and follow the procedures when a complaint is raised. They are expected to ensure:

Complaints will be handled:

- Confidentially
- Fairly
- Promptly

Staff will endeavour to:

- Be courteous to the complainant
- Respond positively
- Offer constructive solutions

Formal written complaints will be:

- Recorded
- Acknowledged within 2 days
- Notified to Senior Management

The complaints procedure will be:

- Publicly displayed on the Lite Ltd website
- Monitored regularly as per our Quality Management Procedures
- Reviewed and evaluated periodically as per our Quality Management System

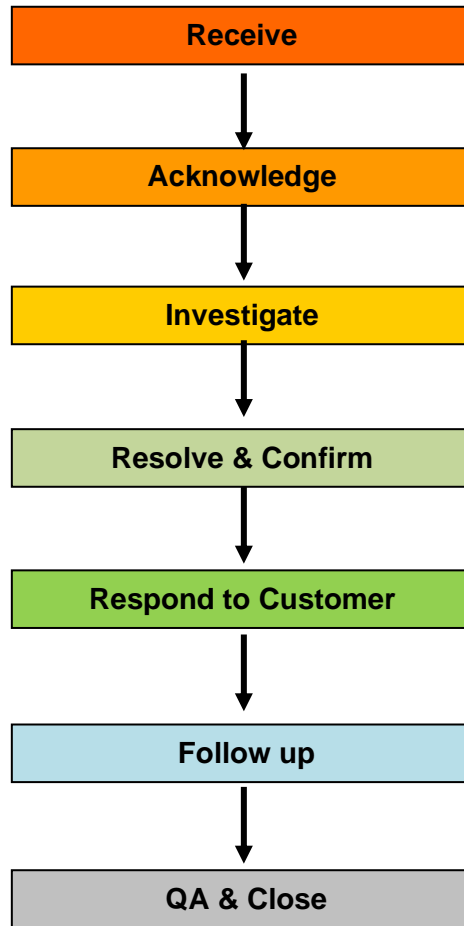
Anonymous Feedback:

- Will be analysed
- Discussed with the appropriate people
- Corrective action implemented where appropriate
- Monitored

5. Policy Implementation - Procedure

Process Overview

The following key steps must be followed for all customer complaints received by LITE ltd:



The requirements for each of these steps is detailed below

1 Receive

Summary

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 complaints must be prioritised as follows:**
 - **Priority 1 – urgent**, potential high business impact. Requires a response to the customer within one working week.
 - This should be used (sparingly) for major issues where the customer may be either a large national supplier, or any customer who is considering moving their business from Lite Ltd.
 - This could also be used in a situation where the customer may be able to influence or make public statements that would impact upon Lite’s reputation.
 - **Priority 2 - non-urgent**, lower business impact. 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 Manager before proceeding to the next step.
- The manager will decide on the appropriate person(s) to carry out subsequent steps, including the investigation.

2 Acknowledge

Summary

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 an acknowledgement sent on within 2 days of receipt.
- The acknowledgement should also request any further clarification on the nature and details of the complaint where necessary.

3 Investigate

Summary

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 (5 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.

4 Resolve & Confirm

Summary

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 Lite Ltd in any unnecessary legal or financial manner.
- Document the proposed action.
- Discuss and review the solution from both the Lite Ltd 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.

5 Respond to Customer

Summary

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 to request further time.

6 Follow up

Summary

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

- 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 manager for action and direct follow up with customers.

QA & Close

Summary

Ensure that the organisation 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 Procedures review process.
- Any complaints where action can be taken to avoid recurrence must be acted upon and raised with the appropriate managers/teams across the organisation.

Complaint log

Key Details required

Date	Name	Details	Acknowledgement	Response	Resolved

Acknowledgement letter

Dear

Thank you for contacting us today with your complaint/problem.

We view complaints as positive and helpful feedback and will do everything we can to resolve this fairly and quickly to your satisfaction.

We aim to respond to you within 3 days/2weeks with a suitable resolution.

I look forward to reaching a suitable resolution to this matter and thank you again for taking time to raise this with us.

Yours