

### **1.1.1 F. Complaints**

#### **1 Purpose and Scope**

- To ensure that all complaints are dealt with speedily, protecting CEC's reputation.

#### **2 Responsibilities**

- Directors, Managers, Professional Staff

#### **3 Procedures**

- i. Staff must deal with the complainant courteously and professionally. Minor complaints can normally be resolved by the member of staff who is first point of contact.
- ii. If the complaint cannot be satisfactorily resolved at the first point of contact, the Consultancy Manager should be informed immediately.
- iii. All correspondence from the complainant is logged and filed on the system within the QMS File (Complaint Log).
- iv. Written complaints should be resolved as soon as possible and responded to in writing within 1 week (email correspondence is normal).
- v. If the complaint is still not resolved via the Consultancy Manager, the Managing Director should be kept informed as well as the CEC management team.
- vi. The complaint can then be brought to the attention of the Board if the complainant requires this.
- vii. The Board must try to resolve the matter and inform all parties of the outcome.

#### **4 Documents, Forms, Records**

- Complaint log
- Email correspondence, letters etc