Customer Complaints Procedure

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| 0 | 10/11/2020 | Lee Forsyth | Lawrence Johnston | February 2021 |
| 1 | 04/08/2021 | Lynn Smith | David MacKay | 04/08/2021 |
| 2 | 12/10/2023 | Christine Sellers | David Mackay | 12/10/2023 |
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Introduction

This procedure defines the method of handling customer complaints in respect of reviewing the complaint and taking any necessary corrective action wherever appropriate.

Responsibilities

The Management Team and Business Support Coordinator are responsible for the implementation of this procedure and the supervision of the handling of customer complaints.

Procedure

The non-conformance procedure “**Non-conformity Management Procedure SCA-QMS-015”** is to be read in conjunction with this procedure.

Each complaint received shall be recorded in the “**SCA-QMS-033 - SCARF NCR and OFI Register**” and a unique number allocated, and Customer entered in the Non-Conformance “Source” column signifying customer complaint.

Customer complaints are reported to the Business Support Coordinator or a member of the leadership team who will then record it via the company non-conformance register and record it on the “**SCA-QMS-002 - non-conformity record**” form.

Having received all the relevant details from the customer, the appointed investigating manager shall complete the relevant sections of “**SCA-QMS-002 - non-conformity record**” form.

The investigating manager shall, in conjunction with the Business Support Coordinator, complete the “**SCA-QMS-002 - non-conformity record**” form and carry out a root cause analysis to determine corrective actions.

These actions will be taken as soon as reasonably practical to enable a quick response to the customer.

After the investigation, the investigating manager shall decide on what corrective action is necessary by completing the appropriate sections of the “**SCA-QMS-002 - non-conformity record**” form. The Business Support Coordinator will then update the “**SCA-QMS-033 SCARF Non-Conformity Log**”.

When the investigating manager and customer are satisfied with the corrective actions having been implemented, they shall sign off the “**SCA-QMS-002 - non-conformity record**” form.

At an appropriate interval, the Non-conformance shall be reviewed retrospectively by the management team to check the effectiveness of corrective actions. This will be documented in the effectiveness column of the “**SCA-QMS-033 - SCARF Non-Conformity Log**”.

The responsible investigating manager will respond and reply to the customer with updates as appropriate.

Any complaints or feedback received relating to contracts will be dealt with according to the contract requirements.

Documentation and Records

“**SCA-QMS -002 Non-conformity record**” Form retained for 10 years.

“**SCA-QMS-033 - SCARF Non-Conformity Log**” retained for 10 years.

Customer Complaints / Contractual Non-Conformity Response Timescales

Upon receipt, each complaint will be assessed by the Business Support Coordinator and following discussion with the Contract Manager and /or appropriate member of the Senior Management Team, will be assigned a level of severity in accordance with the guidelines set out in the **Table: Complaint Handling Timescales.**

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| --- | --- | --- | --- | --- | --- |
| **Complaints Handling Timescales** | |  | | | |
|  | | | | | |
| **Category** | **Initial Response** | **Root Cause Analysis** | **Formal Response** | **Initial Corrective Action** | **Review** |
| Customer Complaint | 24 hours | 3 working days | 3 working days | 5 working days | 30 days |
| Contractual non-conformity | 24 hours | 3 working days | 5 working days | 10 working days | 30 days |
| Internal Audit | 3 working days | 10 working days | 10 working days | 15 working days | quarterly |
| Other | 3 working days | 10 working days | 10 working days | 15 working days | quarterly |
| *\*Response times are provided as guidance and are issued to all senior managers alongside the relevant procedures and policies* | | | | | |

Escalation Process

In the event of the formal response being challenged and/or deemed unsatisfactory to the complainant, an escalation process will ensue whereby the Business Support Coordinator will escalate the complaint to the Scarf Leadership and thereafter the CEO.

Subject to this outcome, if necessary, a further escalation to the Board of Trustees can be processed in accordance with the governance requirements of the organisation.

*\*Where contracts delivered as result of public funding, for example on behalf of Local Authority and/or Scottish Government, complaints and/or enquiries received by a Member of the Scottish Parliament (MSP), the key stakeholders will be notified immediately upon receipt and updated in a timely manner thereafter.*