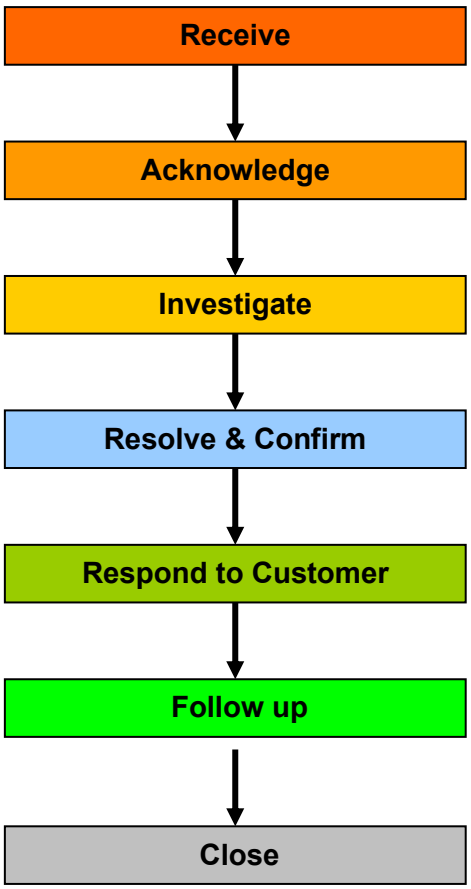
Complaint Handling Procedure

Process Overview

The following key steps must be followed for all customer complaints.



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 of these complaints must be formally logged using the complaints log.
- Discretion and flexibility should be exercised in prioritising all complaints
- The staff member logging the complaint should review the complaint and it's priority with the Office Manager before proceeding to the next step.
- Claire Martin HSQE Director 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.

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, if urgent 2-3 days, les urgent within 1 week.
- 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 Claire Martin HSQE Director.

- Document the proposed action and discuss and agree with Claire Martin HSQE Director
- Discuss and review the solution form both the company 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 annually.

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 by telephone 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 HSQE Director for action and direct follow up with customers.

QA & Close

Summary
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 annually and form part of the management review.
- Any complaints where action can be taken to avoid recurrent must be acted upon and raised with the appropriate managers/teams across the organisation.

Complaints form to be completed

Customer Complaints Form

Customer Information	
Company Name:	**Person Making Complaint**
Contact Telephone Number:	**Date of Complaint:**
Name of person receiving complaint?	**Name of person dealing with the complaint?**

Complaint Information
How did you receive the complaint? (telephone, verbal, email)
Complaint details:
Action Taken Following Complaint:
Has the complaint been resolved? If not, why? If yes, date resolved:

Reviewed By: Claire Martin (HSQE&HR Director) **Date: 21st September 2026**