



Phase 3 Policy Document

Phase 3 - Customer Complaints Policy

Context

Policy owner: James Proctor, Director of Professional & Managed Services

Policy date: 1st May 2020

Last Review Date: 19th May 2022

Review date: To be reviewed upon any significant business or service change affecting property or working location requirements or as a minimum every 1 year

Purpose: To describe the complaints policy to customers.

Scope: At Phase 3 we always aim to deliver a high-quality service to our clients, however we acknowledge that sometimes things go wrong, and you may not be totally satisfied with the service you have received.

If you have a complaint or concern about our organisation, or about the service that you have received from Phase 3 we want to hear about it and we will do our best to put it right.

Our Customer Complaints Policy has the following goals:

- To deal with complaints fairly, efficiently and effectively
- To ensure that all complaints are handled in a consistent manner throughout
- To increase customer satisfaction
- To use complaints constructively in the planning and improvement of all our services

How to complain

At Phase 3 we would like to sort out any complaint as soon as possible.

- Our complaints process has a maximum of three stages;

Stage 1

- Many complaints can be resolved informally. In the first instance and, if you feel able to, speak directly to the member of staff who is working with you and he or she will try to sort the matter out.
- Alternatively, you can contact the Head of Quality Assurance & Governance:
Email: Marilyn.summers@phase3.co.uk
Tel: 0800 321 3032
- You may be contacted to make sure that we have understood your complaint properly
- You can expect a full written response within five working days; if we are not able to deal with your complaint in full within this time we will contact you to advise you of the delay and to let you know when you can expect a full response

Stage 2

- If you're not happy with the outcome from Stage 1, you can contact the Director of Professional & Managed Services
Email: James.proctor@phase3.co.uk
Tel: 0800 321 3032
- The Director of Professional & Managed Services will arrange a review of your complaint

- You can expect a full written response within 15 working days or we will contact you to advise you of the delay and to let you know when you can expect a full response

Stage 3

- If you're not happy with the outcome from Stage 2, you can contact the Founding Director
Email: Assad.Ahmed@phase3.co.uk
Tel: 0800 321 3032
- Your complaint will be reviewed by the Founding Director or a member of staff independent of the service acting on the Director's behalf.
- You can expect a full written response within 20 working days, or we will contact you to advise of the delay and to let you know when you can expect a full response

Time limits

If after any stage, you don't get back to us within four weeks of our response to you we will consider that you have been satisfied with the response you have received.

As part of our ongoing improvement activities, we will write each quarter to randomly selected customers who have made a complaint and ask them how well they think we handled their complaint and whether they have any suggestions on how we could improve our complaints process.