

# Charlton Networks Customer Complaints & Escalation Policy

Last Updated: July 2019

## Background

This process covers our response to complaints and how to handle customer escalations. This will cover all channels and areas of the business including Projects, Helpdesk and Account Management. A complaint will cover a customers' dissatisfaction about any aspect of work undertaken by Charlton Networks. An escalation will cover how we handle an on-going issue and bring greater focus on solving the issue and keeping the client fully updated.

## Complaint Handling

All complaint information will be handled confidentially and sensitively. In the first instance, complaints will be reported to the heads of function or the Managing Directors and an appropriate action determined.

## Resolving Complaint

In many cases, a complaint is best resolved by the person responsible for the issue being raised. If the complaint has been received by that person, they may be able to resolve it swiftly and should do so if possible and appropriate. Line manager must always be informed. If the complaint cannot be resolved at first point of contact this must be escalated as soon as possible. The customer must be kept informed of the process and expectations set.

The Escalation details are listed in Table#1 as follows:-

<b><u>Helpdesk</u></b> Please use as an escalation point for any support issues that you feel are not being handled effectively	<b>Leah &amp; Eric</b>
<b><u>Account Managers</u></b> Please use as an escalation point for any issues that you feel are not being handled effectively	<b>Richard</b>
<b><u>Projects</u></b> Should you require specialist Technical Advice/support or a further escalation point on any project related matter	<b>Mark / Jenny</b>
<b><u>Managing Director</u></b> Final escalation point at Charlton Networks	<b>Richard</b>

## **Complaints Policy at Charlton Networks**

At Charlton Networks we take complaints or expressions of dissatisfaction seriously and we also view complaints as an opportunity to learn and improve what we do. It provides valuable insight for root cause analysis and provides opportunities for training and upskilling. Complaints offer us a

chance to put things right for the person or company that has made the complaint and create a positive and memorable event for our clients.

In summary we aim to:

- Provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint
- Publicise the existence of our complaints procedure so that people know how to contact us to make a complaint
- Make sure everyone at Charlton Networks knows what to do if a complaint is received
- Make sure all complaints are investigated fairly and in a timely way
- Make sure that complaints are, wherever possible, resolved and that relationships are repaired
- Gather information which helps us to improve what we do

### **Stage #1**

- Complaints should be acknowledged by the person handling the complaint within a day. The acknowledgement should say who is dealing with the complaint and when the person complaining can expect a reply. A copy of this complaints procedure should be attached.
- Ideally complainants should receive a definitive reply within 1 week. If this is not possible because for example, an investigation has not been fully completed, a progress report should be sent with an indication of when a full reply will be given.
- Whether the complaint is justified or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.
- The reply must be followed up with a phone call and face to face meeting if appropriate.

### **Stage #2**

- If the complainant feels that the problem has not been satisfactorily resolved at Stage One, they can request that the complaint is escalated (see Table#1)
- Ideally complainant should receive a definitive reply within 1 week. If this is not possible because for example, an investigation has not been fully completed, a progress report should be sent with an indication of when a full reply will be given.
- A written reply will be sent to the complainant once the matter has been fully reviewed and escalated to the company directors if appropriate.
- The reply must be followed up with a phone call and opportunity for face to face meeting if appropriate.

### **Escalations**

Escalating problems with support, project or general account management will involve a set of simple stages as follows;

- The appropriate technical / commercial staff will meet to formulate an 'escalation plan'. This must detail delegated roles and timescales to be communicated to the customer.
- The account manager will agree and sign-off the plan
- The Helpdesk or Project Team administrators will receive this plan and oversee its execution and on-going communication to the client.
- This will be documented via email or NHD as appropriate.