

Complaint Policy V2.

Last updated	July 2023
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Definitions

Company	AAA Caring Caretaker
Responsible Person	Alison Stephenson

1. A customer complaint received for any reason shall be recorded at the time of receiving the complaint.
2. A Complaint form will be completed with as much detail and evidence as possible usually within 48 hours.
3. The complaint will then be investigated without prejudice until fault has been established and brought to the attention of designated personnel.
4. The Management Team, in liaison with other relevant personnel, shall review the details, assess the risk level and decide upon the corrective preventative action to be taken. This will normally be undertaken within 48 hours of receiving step 2.
5. A Manager will be allocated to the case and will prepare the response to the customer usually within 5 working days of step 2.
6. All investigative, corrective and preventative actions etc. shall be fully recorded and executed to ensure customer satisfaction prevails.
7. All details to be recorded on the customer complaint record.
8. Complaint records shall be subjected to periodic analysis to identify any trends.
9. Complaint data and preventative actions shall be discussed at the Management Review meetings.