

# CUSTOMER FEEDBACK POLICY

## Intent & Purpose

Springmount Services is committed to providing an effective and efficient complaint management system that is user friendly, responsive and timely.

This policy sets out the minimum procedures for safeguarding our customers' confidence by dealing with their feedback and the fundamental principles to enable the Company and individual employees to implement and understand their obligations in handling customer service complaints. All our actions in Service delivery, operations and the design, implementation of our operational procedures reflect and support this focus.

## Operation and Incidence

### Review

This policy will be reviewed for currency and effectiveness at a minimum of every 12 months during the management review meetings. This will include a full resetting of targets and objectives if required.

### Operation and Incidence

We are committed to:

- Ensuring the complaints handling process protects the right of any person to complain without fear of retribution.
- Their privacy is respected, and to be kept informed of the progress of the complaint
- The importance of complaints, whether they are verbal or in writing.
- Recognise the value of complaints to quality and continuous improvement

### Scope

Provide employees, clients, customers, and any other person acting on our behalf the opportunity to make a complaint about the delivery of services provided by the Company.

Covers all services and activities relating to Springmount Services.

### Ethical Operations

The Company recognises that the existence of this policy provides a guide into its ability to comply with its legal and ethical obligations.

### Complaint Management

We will actively maintain an effective customer feedback loop. The Feedback Loop can be divided into three equally important stages:

- Gathering information from our clients
- Learning and analysing the data
- Applying conclusions into the product

### Complaint Management Principles

- The Company will ensure all complainants are treated with respect, sensitivity, and Confidentiality.
- Training and awareness will be incorporated into all processes, ensuring that our people understand how this system operates. This will include induction and ongoing awareness.
- All formal complaints shall be investigated in line with the company Complaint Management Procedure and handled without prejudice or assumptions.

- We will view complaints as a learning opportunity that can facilitate organisational and systems change.
- Any situation that involves breaking of law will be referred to the police or other appropriate external organisation.
- Records of all complaints raised will be recorded in the Complaints Register noting progress and the steps taken to resolve the complaint.
- The complainant's consent will be obtained before proceeding with any complaint if this is appropriate.
- All records will be dealt with per the Springmount Services Privacy Policy.
- Throughout the resolution of a complaint process, the Company will ensure support and/or advice is made available (if applicable).
- All complaints must be dealt with promptly, and time limits should be formally agreed to at all stages of the process.
- No form of persecution, harassment or discrimination will be tolerated as a consequence of a person making a complaint or a consequence of the outcome.
- Others within the Company should not have access to information on the complaint, other than those directly involved or those handling the complaint
- All parties must be allowed to present information directly related to the issue. No decisions or judgements will be made until all information has been carefully and impartially considered by those responsible for resolving the complaint.
- All people handling the complaints must be sensitive to the needs of those directly involved and also to others who may be directly affected by the complaint.

### **Relationship to Quality Management Systems**

The customer complaint process will be managed and operated per the requirements of ISO 10002 and integrated with all aspects of quality, including the setting of goals and objectives, incorporation into the internal audit system, analysis and integration into the continuous improvement system and regular Executive Review.

Customer complaints will be reflected as a distinct category in the reporting system.

**To be fully effective, the Customer Feedback Loop has to be constantly reapplied, considering feedback from all possible channels.**

### **Allied & Subordinate documents**

SMS 201 POL Customer Care Policy

#### **RACI**

Responsible	It is the responsibility of the Operations team to implement, maintain and communicate this policy.
Accountable	The final authority for this policy lies with the Managing Director.
Consulted	When making changes to this policy, a consultation should be carried out with the leadership team.
Informed	All changes to this policy should be communicated to all leaders.

### **Breach of The Policy**

Breaches of this policy may lead to severe consequences, including termination of employment and or any commercial third party arrangements