

Complaint's Policy

Introduction

PATtest4U™ and SOHO IT™ Solutions seek to provide a high quality of service to all its customers. We aim to continuously improve our services. Inevitably there will be occasions where customers feel let down or are dissatisfied in some way with the services provided by PATtest4U™ or SOHO IT™ Solutions.

This complaints policy aims to address the following:

- Provide a means of redress to complainants wherever possible.
- Improve service delivery by treating complaints positively as customer feedback.
- Ensure that customers are fully aware of their right to complain should they feel unhappy with any aspect of their dealing with PATtest4U™ or SOHO IT™ Solutions.
- Provide a clear and straightforward way for complaints to be handled.

Principles

This complaints policy is underpinned by the following key principles:

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- Access to the procedure should be simple and straightforward.
- Appropriate weighting to written and spoken comments.
- Take complaints seriously, being sympathetic and understanding.
- Be discrete, respecting the privacy and integrity of complaints and those who may be the subject of a complaint.
- Anticipate and respond to complaints from those with special needs who may require advocates to represent them.

The response to a complaint should aim to:

- Offer redress appropriate to any breakdown in service, restoring as far as possible complainants to the position they would have been in had the problem not occurred.
- Be quick and efficient and within set time limits.
- Keeping the complainant informed of developments.
- Be as open as possible and giving full explanations about any decisions taken, subject to respecting the privacy and interests of others.

Our Definition of a 'Complaint'

A complaint can arise if any of the following happens:

- There has been an avoidable delay.
- Poor quality of service.
- Failure to delivery agreed services.
- Failure to following correct procedures.
- Not telling a customer who has complained informally that there is a right to take the matter further.
- Unfairness, bias or prejudice.
- Giving misleading or unsuitable advice.
- Refusing to answer reasonable questions.
- Being impolite and/or not apologising properly for mistakes.
- Not offering a suitable remedy when one is necessary.

For complaints to be considered it should be specific. It should relate to incidents or issues personally affecting individual complainants. A complaint can be received from either an individual, a group of individuals or from a third party with the explicit approval of the complainants(s).

What is not Covered by this Policy

If the complaint or issue is about the contents of a policy rather than how it has been applied, this will not be dealt with under the Complaints Policy. The individual will, however, be invited to write to the Director with their views on how the policy might be altered,

Dealing with Anonymous/Malicious Complaints

Each complaint will be considered on its own merit, The Director will be given discretion to disregard or respond in an appropriate way to complaints that are:

- Made anonymously
- Malicious

However, any disregarded complaints will be recorded.

Access to the Complaints Procedure

PATtest4U™ or SOHO IT™ Solutions will make its procedure's for dealing with complaints as widely known as possible. PATtest4U™ or SOHO IT™ Solutions will therefore ensure the following:

- Publicity about the policy is in clear English and is easy to follow.
- It is available via all websites operated by either PATtest4U™ or SOHO IT™ Solutions.

Monitoring and Review

PATtest4U™ and SOHO IT™ Solutions monitoring arrangements serve two main purposes. It's first is to ensure that the overall system is working as intended. The 2nd is through the collation and processing of information to be used in the improvement of services.

Good record keeping is vital and all complaints should be recorded. A Complaint register notes every complaint made and progress is then recorded at each stage. Complaints will be categorised by the following types:

- Access to services.
- Service Levels.
- Delays in Delivery.
- Communications.
- Discrimination.
- Staff Attitude and Conduct.
- Other Matters.

Confidentiality

As far as is practically possible all complaints will be treated in confidence. The name of the person making the complaint will not be divulged any more that is absolutely necessary.

Review

The Complaints Policy will be reviewed on an ongoing basis with a formal policy review at least every five years.

Procedure for Handling Complaints

Informal Resolution of Complaints

Customers have every right to make a formal complaint if they so wish. It is often, however, in everyone's best interest if the problem can be resolved in an informal and friendly manner.

If a customer is not satisfied with the service that they have received, they are encouraged to contact us as soon as possible. We always want to hear of instances where it is felt that we have not provided a high standard of service and suggestions of how we might improve matters.

The member of staff dealing with the complaint should clarify with the complainant the nature of the problem and what solution is being sought. Every effort should be made to sort out the problem quickly.

The member of staff should:

- Explain the action(s) which can or will be taken.
- Apologise if appropriate.
- Let the complainant know when a full response might be expected.

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In all cases, complaints should be acknowledged within 3 working days in writing. A written response should also be made when a complaint is made and initially dealt with verbally.

The complainant should be advised of the outcome within 14 working days.

The following information must be recorded for all complaints:

- The complainants name.
- Date of initial contact.
- The nature of the complaint.
- Action taken.
- Date of response.
- Whether the issue appears to be resolved.
- Confirmation that the complainant has been informed of the formal complaint's procedure.
- File response
- Name of person dealing with complaint.

Formal Complaints

If the complainant is not satisfied with an attempt at informal resolution or wishes to make a formal complaint, this should be made to the Director.

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Preferably formal complaints should be made in writing. If this is difficult, they may be made by telephone or in person. If the Director is not available, the complaint must be noted by the person receiving it and then passed as soon as possible to the Director.

All formal complaints will be acknowledged in writing within 3 working days. If the complaint has been made verbally, the complainant will be asked to sign a summary of the main points at issue to confirm that these have been correctly noted,

The complaint should be responded to within 14 working days in writing. If however, for reasons beyond the control of PATtest4U™ and SOHO IT™ Solutions, a full response cannot be given, then an alternative deadline for dealing with the matter will be proposed.

Formal complaints are to be recorded in the same manner as informal ones.

Our Address

PATtest4U™
SOHO IT™ Solutions
154 Jedburgh Drive
Darlington
County Durham
DL3 9UW



24th August, 2007

Signed on behalf of PATtest4U™

Dated