Software Complete

Customer Complaint / Incident Procedure

All complaints / incidents must be addressed in a professional and timely manner.

A written report of the complaint / incident must be filled in on the day of learning about it using the standard form.

Who should fill out the form?

The Employee receiving the complaint.

What form gets filled out?

The Customer Complaint / Incident Form

Why?

Our customers have the right to receive a first class service. This service includes dealing with any queries, concerns, complaints, incidents or problems in a professional and timely manner.

When should I report the complaint / problem?

Immediately. This prevents mistakes and speeds up the process.

Where do I send the report?

The report must be given to your line manager.

How do I deal with a person making a complaint?

1. Remain calm
2. Ask specific questions relating to the complaint form
3. Tell the client that you have made a record of the compliant and that you will process it today.

Complaint Files

Two files to exist at each company office.

File 1. Complaints / Incidents - Active

File 2. Complaints / Incidents - History

File 1. Complaints / Incidents – Active

It is the responsibility of the line manager to action and documents the action taken on the complaint form. The form must be filed in the active complaint file until the matter has been resolved.

File 2. Complaints / Incidents - History

When a complaint / incident has been resolved, the completed forms must be kept in the history file for audit purposes.

Complaint Form

The complaint form will consist of two copies

1. Top copy goes to line manager
2. Copy for file

Staff

All staff to be given an outline of the new reporting of complaints / incidents procedure and form.