
Complaints Procedure

■ Purpose

The purpose of an effective complaints procedure is to ensure all complaints are resolved quickly and efficiently. The credibility of the Quality Assurance Standard is paramount and it should be perceived as a benchmark of quality. The information gained from complaints should be used to inform and improve practice within the CQL Group.

■ Scope

This procedure applies to all CQL processes, working practices, products and services. The procedure also extends into the delivery network and will include:

- All registered Specialists and Trainees
- Capital Quality staff
- Recognition Panel members

■ Responsibility

The Managing Director of CQL has the ultimate responsibility for the successful resolution of complaints actioned through the SMT, who are responsible for the analysis and corrective action required to maintain this procedure in accordance with the requirements of the International Quality Standard ISO 9000 – 2000.

■ What is a Complaint?

For the purposes of this procedure a complaint will mean any dissatisfaction directly related to scope described above and encompasses dissatisfaction with the service provided by CQL or its nominees.

■ How are complaints received?

Complaints can be received through a number of mediums. These include:

- Letters
- Faxes
- E-mail
- Web site
- Telephone

Complainants can write to CQL at the following:

Capital Quality Limited 4th Floor, New Penderel House, 282-288 High Holborn, London WC1V 7HP

Faxes can be sent to: 020 7492 5999

E-mails are also welcome provided the words '**Formal Complaint**' are clearly used and the email is sent directly to; john.telfer@capitalquality.co.uk.

Our telephone number is: 020 7492 5900

Complaints from individuals or client organisations should be in writing. Whilst we will advise individuals and clients over the telephone, we believe any genuine complaint will need to be put in writing with clear details relating to:

- The name of the organisation /individual
- The address, telephone and email contact details of the organisation /individual
- The exact nature and context of the complaint, including where appropriate, how it relates to the Standard, Customer Charter or agreed provision of service
- Where appropriate, written permission from the complainant to discuss the details of their complaint with other relevant parties

■ Confidentiality

It is the policy of CQL that all complaints are treated seriously and safeguarding the confidentiality of the organisation, or individual will, at all times, be paramount.

Complaints Process

1. Written complaints (excluding faxes and e-mails) will be date stamped on receipt and be forwarded to the Managing Director who will decide the best course of action. It may mean that the complaint will be dealt with personally or delegated to a member of the SMT.
2. An acknowledgement will be sent to the client/individual within 2 working days. Details of the complaint will be recorded on the complaint form which is available as a template for staff to use. This form is also used to capture telephone calls that may be complaint related.
3. CQL aims to investigate all complaints and provide a substantive written reply within 10 working days. Where this takes longer a holding reply will be sent informing the complainant of the reasons for the delay and who is handling the complaint.

4. At the conclusion of the investigation the details, including the outcome will be recorded on the complaint log and along with all related correspondence, will be filed in the CQL General drive. Reference notes will also be made on any related client and/or Specialist database record.
5. All documentation relating to each individual complaint will be retained for not less than three years.
6. Every six months the Managing Director will review the complaints received since the previous review. A trend analysis will be completed and submitted for discussion with the Senior Management Team. Trends will also be a feature of the 12 monthly Management Review meetings.
7. Where relevant, details will also be provided to appropriate awarding / licensing bodies in the form of a report compiled by the Quality Manager.