



Complaints Procedure

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Document Control

Approvals

	Name	Signature	Position	Date
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Reviewed by	Mark MacLeod		Commercial Director	02/08/2020
Approved by	Stephen McCrum		Commercial Director	02/08/2020

Amendment Record

Page No.	Reason	Version	Date
All	Draft document moved to live QMS	V1.0	21/03/2019
4	Complaints procedure updated to reference 'Complaints Log' and 'Complaint Acknowledgement Letter Template'	V1.1	10/09/2019
All	Reviewed and amended in preparation to be published to new website following	V1.2	15/12/2020
			Pick a date
			Pick a date

Complaints Procedure

1 Introduction

CMS Surveyors Ltd is committed to providing the highest levels of care to all our customers. If any of our customers are in any way dissatisfied with our services, they are encouraged to let us know as soon as possible. This will help us to continually improve our service.

Customer complaints are invaluable to our business. They can offer specific insights into how the organisation might improve its processes and procedures. It is important, therefore, to make it as easy as possible for customers to communicate a problem or issue with our services.

2 Methods of communicating a complaint

Customer complaints may be sent in a number of ways:

- Telephone
- E-mail
- Letter

CMS Surveyors welcomes all forms of communication for complaints. As a minimum we require the customer name and contact details, their preferred method of communication from CMS SURVEYORS and specific details on the nature of the complaint.

A standard complaint template is available for customers and is shown below.

Item	Notes
Date of Complaint	
Complainant's Name	
<ul style="list-style-type: none"> - Contact address - Contact phone - Contact e-mail 	
General Circumstances	
Subject of Complaint	
Complaint Recorded By	
Date	

3 Complaints procedure



4 Complaints Log

All customer complaints will be recorded in the 'Complaint Log'. As a minimum, each record should include the following information:

- Date of complaint
- Complainant's name
- Nature of the complaint and the circumstances
- Name of the person who is the subject of the complaint (if applicable)
- The specific service which is the subject of the complaint
- The date of the conclusion of the complaint and a record of the final decision

5 Review and Development

This policy shall be reviewed by the Senior Management Team and updated regularly to ensure that it remains appropriate in light of any relevant changes to the law, organisational policies or contractual obligations.