

British Engineering Services

Customer Complaints

Procedure Summary

Introduction

It is British Engineering Services policy to establish and maintain positive co-operation and liaison with Customers. This shall be achieved through the operation of a transparent business process, which shall allow Customer access to British Engineering Services premises and processes, subject only to restriction as necessary to preserve individual Customer confidentiality and British Engineering Services intellectual property rights.

The primary objectives of this procedure are to ensure that:

- Complaints are directed to the appropriate channels and a prompt response is made.
- Complaints are handled in a pro-active manner with a high level of customer care.
- Staff responsibilities and actions necessary for the handling, control and recording of complaints are defined.
- A full investigation of the root causes of complaints is made and, as far as possible, that any corrective and preventive actions are taken to prevent similar complaints occurring.
- Complaints are adequately reviewed and management information provided, as appropriate.
- Where considered appropriate, specific auditing is performed on the area of activity and responsibility involved in the complaint.
- Satisfactory records of complaints and their resolution are created and maintained.

Definitions:

'Complaint Handler' – Designated person within the Quality and Control (Q&C) team who records, tracks and processes complaints.

'Complaint Owner' – The Designated Manager responsible for owning and dealing with the complaint and its resolution.

'Complaint' - expression of dissatisfaction by any person or organisation, relating to the activities of the Company, where a response is expected.

Complaints Process

Complaints can be communicated to the British Engineering Services Customer Services Team, (telephone number 0345 7125842 or emailed to complaints@briteng.co.uk). Our internal complaints handling procedure will ensure that all complaints are notified to the Quality & Control team via the Manager of the relevant department. Complaints will be handled by staff with sufficient experience and training to process the complaint. These persons are part of the Q&C team within the Customer Services department. They are designated Complaint Handlers. British Engineering Services maintains a central complaint register in an electronic format.

The following information will be recorded:

- A unique reference number for identification of the complaint.
- A description to indicate the type of complaint / which Department the complaint relates to
- The date the complaint was received by the Q&C department
- The organisation and name of the complainant
- The nature of the complaint
- The Departmental Manager responsible for owning the complaint
- All relevant electronic communications / evidence relating to the complaint including the opening and closing letters issued to the complainant
- A summary of the corrective and preventative action taken. This shall be provided by the Complaint Owner where required.
- The date when corrective action is fully complete
- Any follow up action taken

British Engineering Services

Customer Complaints

Procedure Summary

All complaints are to be immediately logged and acknowledged by an opening letter which is issued to the complainant by the Complaint Handler. The opening letter shall contain the unique complaint reference number and the name of the Departmental Manager responsible for the ownership of the complaint. British Engineering Services will aim to provide acknowledgment to the complainant within 24 hours of registering the complaint.

Complaints shall be investigated by the relevant Departmental Manager with sufficient experience and authority (or ready access to authority) to deal with the complaint.

Where appropriate, the Complaint Owner must seek advice if there is any doubt about how the complaint should be addressed. This may involve discussions with Senior Management or the British Engineering Services Risk Team.

Upon conclusion of the complaint, a closing letter shall be prepared by the Q&C Team and issued to the complainant by the Complaint Handler. The closing letter shall contain the unique complaint reference number and shall give formal notice of the end of the complaint to the complainant.

If no correspondence is received from the complainant within 4 weeks of the last correspondence to the complainant, the complaint shall be closed.

For complaints that are finance related, they shall be reported to the Financial Conduct Authority (FCA) as required. If a complainant remains unhappy with the result of the complaint handling from British Engineering Services, they shall have the option of raising the complaint with the Financial Ombudsman. This shall be outlined in the closing letter sent to the complainant.