



FourNet[®]

Compliments and Complaints Policy

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Document Information

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Authorisation

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Verified and Authorised by: 
Richard Pennington
Chief Executive Officer

1. Introduction

FourNet are committed to delivering high quality services to its Customers and to providing what they need to the standard that they expect and require.

We realise that sometimes things can go wrong, and people are not always happy with the service they receive from FourNet. We believe that dealing effectively with complaints, and recognising compliments, is essential to providing good services.

Complaints are extremely valuable to us because they give us the opportunity to put things right if there have been mistakes and, just as importantly, to improve our services to make sure that the same mistakes are not repeated in the future.

2. Purpose

This policy and procedure outline the tasks undertaken with regards to the handling, reporting and investigation of any complaint, concern, comment or compliment that FourNet receives.

The Compliments and Complaints policy aims to meet the following:

- Define what a compliment and a complaint is;
- Explain how a compliment or a complaint can be raised with FourNet;
- Explain the process FourNet will follow when dealing with a complaint, so that everyone knows what they can expect;
- Set out how we will monitor complaints, use information to improve services and identify training needs;
- Being Customer focused;
- Being open and accountable;
- Putting things right; and
- Seeking continuous improvement.

It is imperative that Customers feel able to raise both complaints and concerns as appropriate and are comfortable that any complaints and concerns that are raised will not lead to them receiving a detrimental service in any way.

3. What is a Complaint?

A complaint is an expression of dissatisfaction or concern about FourNet, a member of FourNet's staff, a FourNet partner or one of its employees or partners, or the solution that has been supplied by FourNet.

A complaint can be received orally or in written form via letter, email or via the FourNet Service Desks.

A complaint could be in relation to any of the following examples:

- There has been a delay in providing a service;
- We have made a mistake in the way we have provided a service;
- We have failed to deliver a service – this could relate to quality, standard or service level;

- We have not listened properly;
- Our processes or policies have not been followed;
- Our legal or regulatory requirements have not been met;
- We have not delivered against a commitment or promise; or
- Our staff have not been helpful or have not conducted themselves correctly.

Not all issues raised are formal complaints and it is important that staff who are handling complaints understand the difference. Staff must be able to recognise when a person is making an enquiry, raising a concern, asking for advice, or making a constructive suggestion and not to misconstrue this as a complaint.

Many concerns can be sorted out by the member of staff in direct communication with the contact. This should be the normal practice and staff will be empowered to resolve these quickly (on the spot or within 1-working day) without the need for them to go through a more formal complaints process.

4. Who can make a Complaint?

A complaint can be made by any person who has received or is receiving a solution and or service from FourNet. Additionally, a partner or manufacturer who is working with or on behalf of FourNet can also raise a complaint.

5. How to make a Complaint

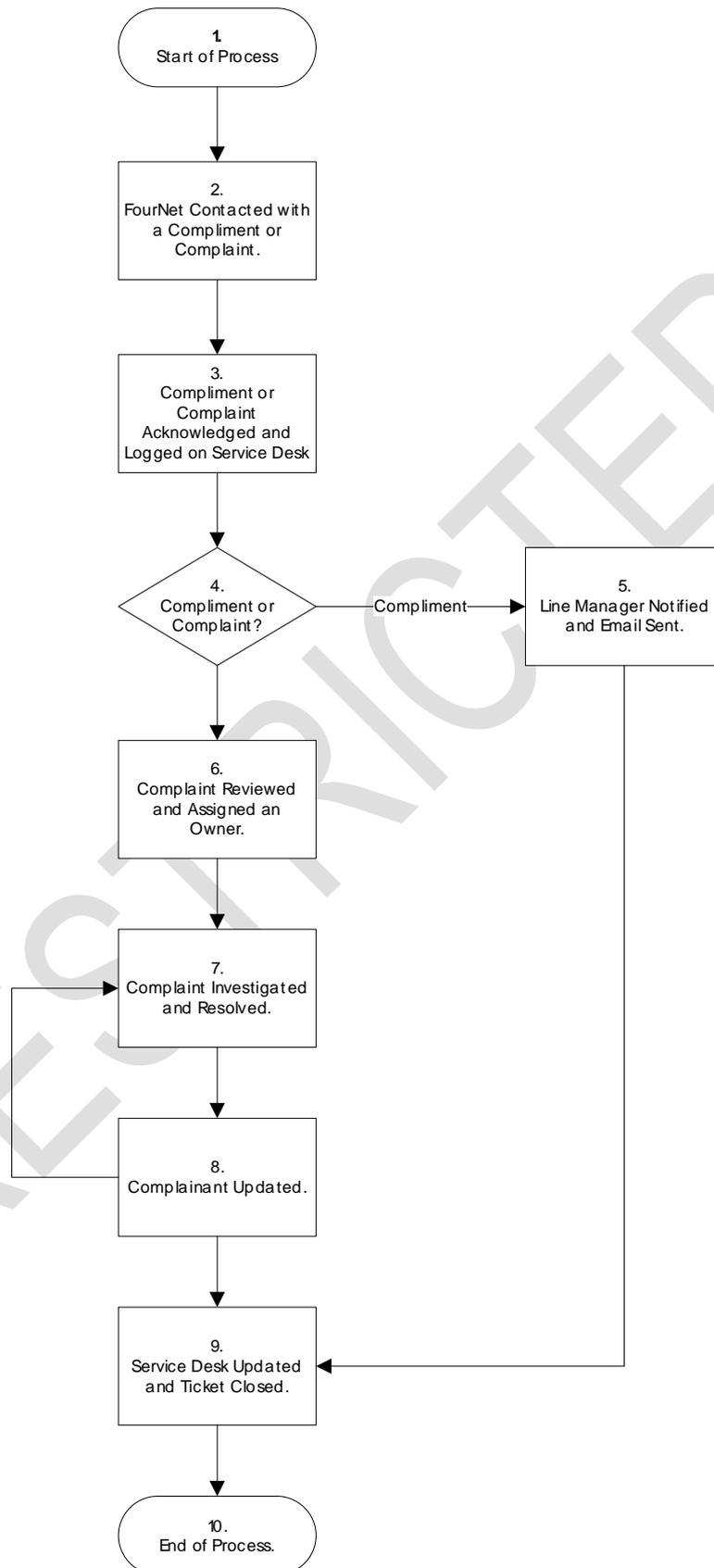
All compliments or complaints should be raised or escalated through the FourNet Service Desks. This can be via either direct contact from the complainant or via a FourNet member of staff. Ideally it will be direct from the complainant, although a comment to a FourNet member of staff can be interpreted as compliment for recording or a complaint to be addressed.

Compliments or complaints can be made by;

- Phoning the FourNet Service Desks;
- Emailing the FourNet Service Desks; or
- Via the Customer's web portals.

It is important for a complaint to be written down and acknowledged as an accurate record of the complaint being made.

6. Process



7. Procedure Overview

Upon receiving the compliment or complaint, the following will happen;

- The compliment or complaint will be logged on the FourNet Service Desks and assigned a unique reference;
- An acknowledgement will be sent to the person who has raised the compliment or complaint;
- If it is a compliment, the appropriate Line Manager is notified, and the recipient of the compliment will be notified. An email with the details of the compliment will, in some cases, be sent to the FourNet Directors;
- For a complaint, it is reviewed and assigned to a FourNet member of staff to 'own' the complaint through to resolution;
- The complaint is investigated, and a resolution identified. Where necessary, escalation to senior members of FourNet are taken to achieve resolution. If required, a 'lessons learnt' review will be taken and if needed, policies and processes will be updated, and staff may go through further training or coaching;
- The complainant is notified of the steps that have been taken to ensure resolution to their satisfaction. Where not, additional steps are taken; and
- The compliment or complaint is then closed on the Service Desk and the ticket is closed.

8. Enforcements

Any staff member found to have violated this policy may be subject to disciplinary action, up to and including termination of employment.

The company reserves the right revoke your encryption key and/or delete company data from your device. This is done at the discretion of the FourNet CEO and only where the staff member is non-cooperative with this and other company policies. This could potentially make you device unusable until it is presented to company IT staff.

9. Communicating FourNet's Policies

Relevant training, bulletins, education materials, policies, procedures, and processes are provided on an ongoing basis to all employees to ensure they are fully aware of their responsibilities and are kept up-to-date of any new requirements. These are communicated in a number of ways, including, but not limited to:

- Induction sessions;
- PDR meetings;
- Company meetings;
- Atlas/Citation portal; and
- Regular company bulletins via Microsoft Teams.

10. Review and Ownership of This Policy

This policy will be reviewed and amended as required, and at least annually by the Head of Service or Head of Compliance. This document is managed by the ISO review process and, as such any revisions will be authorised at Board Level prior to general release.

This policy document is ISO controlled and as such, the source document will be stored in the secure area of the FourNet ISO SharePoint and a PDF version in FourNet Open Access ISO Documents PDFs folder, sub-folder 002 Policies.

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