Compliments and Formal Complaints Policy

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18.11.21	1.1	Annual Review	David O'Brien
20.10.22	1.2	Annual Review and rewording to identify what a formal complaint is and how it can be raised	Sarah-Jane Heber-Hall
14.09.23	1.3	Update of Process Flow (section 6) to bring clarity to allocated owner to contact customer regarding a complaint, and to include a CAP that includes Lessons Learnt (section 16)	Sarah-Jane Heber-Hall

Document Information

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Authorisation

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Verified and Authorised by:

Richard Pennington, Chief Executive Officer

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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. We strive to resolve any issues before they become a larger problem for our clients and associated parties, so we focus on offering a strong customer led service delivery, that involves constant contact with our customers, to identify and resolve any issues, before they get to a point that requires a formal complaint to be made.

2. Purpose

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

The Compliments and Formal Complaints policy aims to meet the following:

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

It is imperative that Customers feel able to raise both formal complaints, as well as raise issues and concerns as appropriate and are comfortable that anything that is raised will help them achieve an improved level of trust and service, as a result.

What is a Formal Complaint?

A formal complaint is an expression of dissatisfaction about an act, omission, decision, or a service provided by FourNet, a member of FourNet's staff, a FourNet partner (or one of its employees), or the solution that has been supplied by FourNet.

A formal complaint can be received **in written form via letter or email.**

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

- There has been a delay in providing a service;

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- 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 acted in a professional manner;
- 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 conducted themselves correctly.

Not all issues raised are formal complaints and it is therefore important that staff 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 formal complaint.

Many concerns can be sorted out informally and discussed and reviewed during customer service contacts, including, but not limited to Customer review sessions and usually lead by the member of staff in direct communication with the customer /interested party 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 formal complaints process.

3. Who can make a Formal Complaint?

A Formal complaint can be made by any person who has authority to act on behalf of their Business or Entity, and who has directly or indirectly 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 formal complaint, who meet the same criterion of authority or representation for their Business or entity.

4. How to make a Formal Complaint

All compliments or formal complaints should be raised or escalated through the FourNet Service Desks. This can be achieved via 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 a compliment for recording.
For a Formal Complaint, it should be raised with a FourNet Service Delivery Manager, FourNet Account Director or a member of the SLT Team.

Compliments or formal complaints can be made by;

- Emailing the FourNet Service Desks, or
- Writing to:-
  4Net Technologies, T/A Fournet
  3 Scholar Green Road
  Trafford Park
  Stretford
  Manchester
  M32 0TR

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

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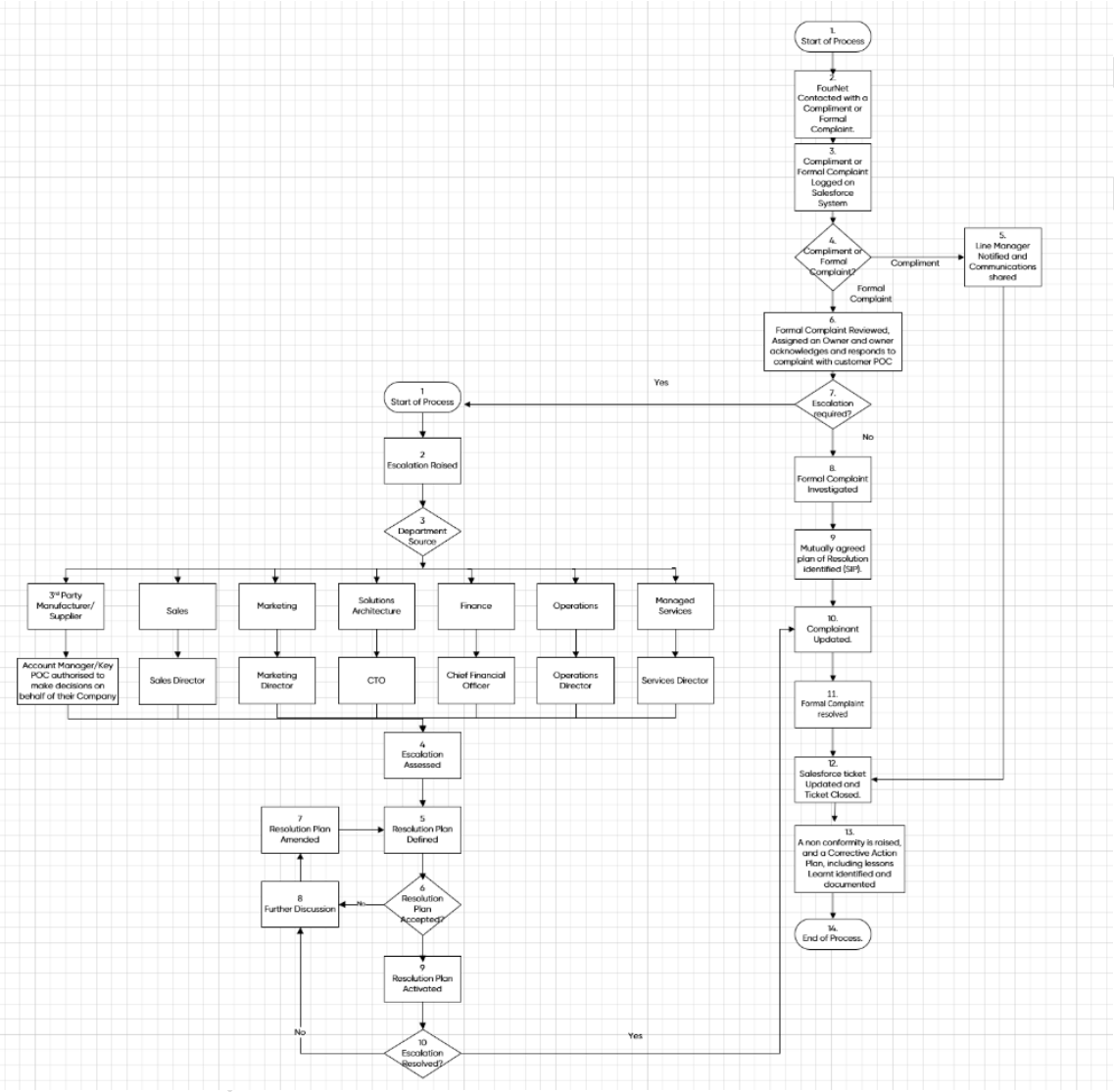
5. Process


1. Start of Process
2. FourNet Contacted with a Compliment or Formal Complaint.
3. Compliment or Formal Complaint Logged on Salesforce System
4. Compliment or Formal Complaint?
Compliment
5. Line Manager Notified and Communications shared
Formal Complaint
6. Formal Complaint Reviewed, Assigned an Owner and owner acknowledges and responds to complaint with customer POC
7. Escalation required?
Yes
No
8. Formal Complaint Investigated
9. Mutually agreed plan of Resolution identified (SIP).
10. Complainant Updated.
11. Formal Complaint resolved
12. Salesforce ticket Updated and Ticket Closed.
13. A non conformity is raised, and a Corrective Action Plan, including lessons Learnt identified and documented
14. End of Process.
1 Start of Process
2 Escalation Raised
3 Department Source
3rd Party Manufacturer/ Supplier
Sales
Marketing
Solutions Architecture
Finance
Operations
Managed Services
Account Manager/Key POC authorised to make decisions on behalf of their Company
Sales Director
Marketing Director
CTO
Chief Financial Officer
Operations Director
Services Director
4 Escalation Assessed
5 Resolution Plan Defined
6 Resolution Plan Accepted?
No
7 Resolution Plan Amended
8 Further Discussion
9 Resolution Plan Activated
10 Escalation Resolved?
No
Yes

6. Procedure Overview

In line with our **15_01 Compliment and Formal Complaint Process**, upon receiving the compliment or a formal complaint, the following will happen;

- The compliment or formal complaint will be recorded on the Salesforce system.
- Internal interested parties are informed that a Compliment of Formal Complaint has been raised;
- If it is a compliment, the appropriate Line Manager is notified, and the recipient of the compliment will be notified. The rest of the Business will be informed of the compliment, via Teams channels;
- For a formal complaint, this will be reviewed and assigned to the most appropriate FourNet member of staff to 'own' the formal complaint through to resolution;
- The formal complaint is investigated, and a mutually agreed plan of resolution in the form of a Service Improvement Plan (SIP) is created.
- Where necessary, escalation to senior members of FourNet are taken to achieve resolution.
- The Complainant will be updated on progress throughout the process
- Once a mutually agreed resolution has occurred the formal complaint will be resolved.
- The Formal Complaint ticket will be updated and closed down on the system.
- The Formal Complaint will also be raised as a Non conformity and added to the Non- Conformity register. A Corrective Action Plan (CAP) will also be raised that includes a lessons learnt review. As part of the review, if deemed appropriate and necessary, policies and processes will be updated, and staff may go through further training or coaching;

7. 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.

8. 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.

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9. 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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