



**Curtins** Let's Get it Right

# Customer Complaints Policy

Developed for Curtins Consulting Ltd

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### 1.0 Objective of the Policy

Curtins seeks to maintain and enhance our reputation of providing you with a high-quality service. We value complaints as they assist us to improve our products, services and customer relationships.

Curtins is committed to being responsive to the needs and concerns of our customers or potential customers and to resolving your complaint as quickly as possible.

This policy has been designed to provide guidance to both our customers and staff on the way Curtins receives and manages your complaint. We are committed to being consistent, fair and impartial when handling your complaint.

The objective of this policy is to ensure:

- You are aware of our complaint lodgement and handling process.
- Both you and our staff understand our complaints handling process.
- Your complaint is investigated impartially with a balanced view of all information and evidence.
- We take reasonable steps to actively protect your personal information.
- Your complaint is considered on its merits considering individual circumstances and needs.

### 2.0 Definition of a complaint

In this policy a complaint means an expression of dissatisfaction by a customer relating to the service or product provided by us.

### 3.0 How a complaint can be made

If you are dissatisfied with a service provided by us, you should in the first instance consider speaking directly with the staff member(s) you have been dealing with. If you are uncomfortable with this or consider the relevant staff member is unable to address your concerns, you can lodge a complaint with us in one of the following ways:

- By telephoning us.
- By writing to us.
- By emailing us.
- In person.

If we receive your complaint verbally and we consider it appropriate, we may ask you to put your complaint in writing.

### 4.0 The information you will need to tell us

When we are investigating your complaint, we will be relying on information provided by you and information we may already be holding. We may need to contact you to clarify details or request additional information where necessary.

To help us investigate your complaint quickly and efficiently, we will ask you for the following information:

- Your name and contact details.
- The name of the person you have been dealing with in relation to the service provided.
- The nature of the complaint.
- Details of any steps you have already taken to resolve the complaint.
- Details of conversations you may have had in relation to your complaint.
- Copies of documentation which supports your complaint.

### 5.0 Help when making a complaint

The person receiving or managing your complaint should provide you with any assistance you may need to make your complaint. However, if you consider you need further assistance, please contact:

Philip Hughes (Central Services Department)

Curtins, 51-55 Tithebarn Street, Liverpool L2 2SB

T: 0151 726 2000

E: [philip.hughes@curtins.com](mailto:philip.hughes@curtins.com)

### 6.0 Recording complaints and personal data

When taking a complaint, we will record your name and contact details. We will also record all details of your complaint including the facts and the cause of your complaint, the outcome and any actions taken following the investigation of your complaint. We will also record all dates and times relating to actions taken to resolve the complaint and communications between us.

As part of our continual improvement plan, complaints will be monitored by the management to identify any trends and rectification/remedial action taken to mitigate any identified issues.

If you lodge a complaint we will record your personal information solely for the purposes of addressing your complaint. Your personal details will actively be protected from disclosure, unless you expressly consent to its disclosure.

Where a Third Party is involved relative to your complaint, we may be required to speak with them to fully investigate your complaint.

Curtins processes personal information to fulfil our duties in relation to your complaint. We do this in line with the General Data Protection Regulation (GDPR). When handling your data, Curtins will:

- Ensure you know why we need this information.
- Only request information that we need.
- Ensure only those appropriate have access to it.
- Store your information securely.
- Inform you if the information will be shared with a third party.

- Ask you to agree to us sharing your information where you have a choice.
- Only keep your information for as long as we need to.

### 7.0 Feedback to customers

Curtins is committed to resolving your issues at the first point of contact. However, this will not be possible in all circumstances, in which case a more formal complaints process will be followed.

**We will acknowledge receipt of your complaint within three (3) business days.** Once your complaint has been received, we will conduct an initial review. A customer complaint form is generated, which triggers the complaint review procedure. This report is provided to the Director responsible for the local office who will determine whether the complaint can be resolved at a local level or requires review by our board of directors.

There may be circumstances during the initial review or investigation of your complaint where we may need to clarify certain aspects of your complaint or request additional documentation from you. In such circumstances we will explain the purpose of seeking clarification or additional documentation and provide you with feedback on the status of your complaint at that time.

**We will endeavour to resolve any complaint quickly and effectively within 28 days of you lodging your complaint,** however, this may not always be possible on every occasion. Where we have been unable to resolve your complaint within 28 days, we will inform you of the reason for the delay and specify a date when we will be able to finalise your complaint.

During the initial review or investigation stage we may need to seek further clarification or documentation from you to assist us in resolving your complaint.

If we have sought clarification or additional documentation from you and we are waiting on you to provide this information, we may not be able to meet our 28-day finalisation commitment. In such circumstances upon receipt of your clarification or additional documentation, we will indicate to you when we expect to be able to finalise your complaint.

Once we have finalised your complaint, we will advise you of our findings and any action we have taken and our proposals to resolve your complaint. We will do this in writing, unless it has been mutually agreed that we can provide it to you verbally.

You have the right to make enquiries about the status of your complaint at any time by contacting us.

### 8.0 Our six-point complaint process

Curtins is committed to resolving your issues at the first point of contact, however, this will not be possible in all circumstances, in which case a more formal complaints process will be followed.

**We acknowledge** - Within three (3) business days of receiving your complaint we will acknowledge receipt of your complaint.

**We review** - We undertake an initial review of your complaint and determine if any additional information or documentation may be required to complete an investigation. We may need to contact you to clarify details or request additional information where necessary.

**We investigate** - Within 28 days of receiving your complaint we will endeavour to investigate your complaint objectively and impartially, by considering the information you have provided us, our actions in relation to your dealings with us and any other information which may be available that could assist us in investigating your complaint.

**We respond** - Following our investigation, we will notify you of our findings and any actions we may have taken regarding your complaint and our proposals to resolve your complaint.

**We act** - Where appropriate, we will amend our business practices or policies.

**We record** - We will record your complaint and any feedback you provide for continuous improvement process and monitoring through regular review. Your personal information will be recorded in line with the General Data Protection Regulation (GDPR).

## 9.0 When you complain about one of our employees

If you complain about a member of our staff, we will treat your complaint confidentially, impartially and equally (giving equal treatment to all people). We will investigate your complaint thoroughly by finding out the relevant facts, speaking with the relevant people and verifying explanations where possible.

We will also treat our staff member objectively by:

- Informing them about any complaint about their performance.
- Providing them with an opportunity to explain the circumstances.
- Providing them with appropriate support.
- Updating them on the complaint investigation and the result.

## 10.0 Complaints under investigation by a Regulator or Law Enforcement Agency

If your complaint is currently being investigated by a relevant regulator or law enforcement agency, we may cease to take further action in relation to your complaint, pending finalisation of their investigation.

We will endeavour to assist any regulator or law enforcement agency with their investigations.

## 11.0 Our complaints escalation process

Where possible, we will attempt to resolve your complaint at the first point of contact. If we are unable to resolve your complaint at the first point of contact, we will undertake an investigation of your complaint and provide you with our findings.

If you are not satisfied with how your complaint has been handled, or the resolution provided by us, you may have the right to escalate your complaint to an independent third party for adjudication, subject to the terms and conditions of our contract.

### **Tier 1 – First contact resolution**

Our staff are empowered to resolve complaints, wherever possible, at first contact.

### **Tier 2 – Investigation**

If you are not satisfied with our first contact response, you can request us to escalate your complaint. We will then investigate the complaint and consider all the relevant circumstances and information surrounding the complaint and inform you of our findings.

Curtins will work with you to attempt to resolve your complaint at Tier 2. At any stage during the process, if you are not happy with the way your complaint is being dealt with, you can contact Philip Hughes within our Central Services Department (Refer to Section 5.0).

### **Tier 3 – External review**

Once we have dealt with your complaint, if you are not happy with the outcome you can refer your complaint to the Local Government Ombudsman (LGO) and ask for it to be reviewed. The LGO provides a free independent service and can be contacted at:

Tel: 0300 061 0614

Website: <http://www.lgo.org.uk>

NB: The LGO will not normally investigate a complaint until the provider has had an opportunity to respond and resolve matters.

## **12.0 Your statutory rights under consumer law**

You reserve the right to refer your complaint to your relevant regulatory body, law enforcement agency or consumer protection agency at any time.

## 13.0 Appendices

**Appendix A** [Customer Complaint Record](#)

# Customer Complaints Record

Please use this form to record Customer Complaints when there is a need to investigate the causes and address them to prevent similar events in the future. Please complete this form as fully and as detailed as possible.

**FOR INTERNAL USE ONLY.**

Item	Detail / Comment
Office	
Director	
Claim Handler if not Director	
Date	
Project Number	
Project Name	
Brief details of the project / nature of services	
Client	
Complainant (and relationship if not Client)	
Brief Details of Complaint	
How did we first become aware of the complaint?	
Is the complaint valid?	
If valid, our candid views on the complaint	
Any other relevant issues	

Type of Complaint	Mark 'X'
Delivery / Timescales	
Communication	
Collaboration	
Technical Solution	
Fees	
Staff	
Other	

Follow Up	Detail / Comment
What is root cause of the problem?	
What is to be done to correct the problem?	
Lessons Learnt Note	
By Whom:	
Timescale:	
Confirmation of completion of corrective actions	
Is the customer satisfied with the response provided?	
Did customer feel the complaint was handled properly and fairly?	

**PLEASE ISSUE THIS COMPLETED FORM TO PHIL HUGHES [ [philip.hughes@curtins.com](mailto:philip.hughes@curtins.com) ]**

