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ABTAC Ltd Official Complaints Procedure

Version 1.1

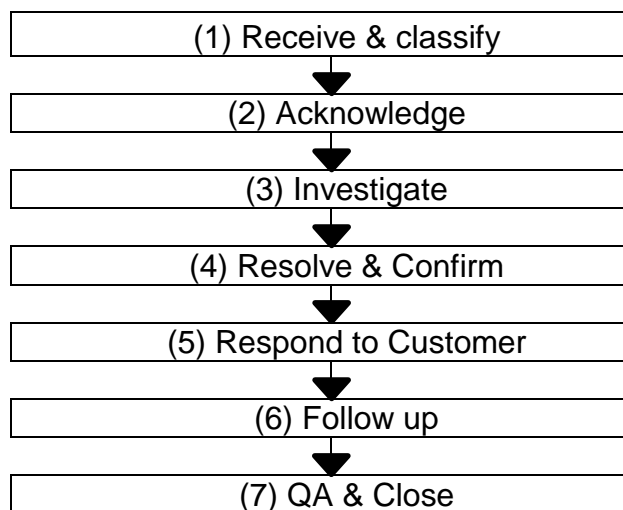
Last updated September 2015 by Richard Hyde

Procedure Objectives

To deliver a consistent, high-quality and accountable response to complaints regarding ABTAC Limited.

Process Overview

The following key steps must be followed for all customer complaints received by ABTAC Limited:



The requirements for each of these steps is detailed below:

(1) Receive and classify

Summary: Ensure that all potential issues are captured by ABTAC, and classified for escalation, review and action as required.

- Whilst there is a devoted complaints form on [abtac.co.uk](http://www.abtac.co.uk/complaints-form-and-procedure.html) (<http://www.abtac.co.uk/complaints-form-and-procedure.html>), we will process all complaint, issue, or negative customer interaction received through any feedback channel.



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(2) Acknowledge

Summary: It's important to us to maintain transparency and ensure that the complainant is engaged throughout the review process. Therefore we will ensure that the customer receives a receipt acknowledgement including letting them know when they should expect a response.

- For complainants contacting us via the "Official Complaints Form" on abtac.co.uk this will be via an immediate receipt confirmation message.
- For complainants contacting us through any other feedback channel, we will endeavour to respond with a written acknowledgement sent by email within a working day.

(3) Investigate

Summary: We will follow up all aspects of the complaint, both internal and external, to ensure that the key facts are identified and clarified.

- We endeavour to complete investigation of high priority (e.g. Safety or Operationally critical issues) within 5 working days. For non-urgent issues this may take up to 10 working days.
- We will conduct a thorough unprejudiced investigation, establishing the:
 - Who
 - What
 - Where
 - When
 - Why
- The final report will be communicated to the complainant.

(4) Resolve & Confirm

Summary: We will ensure that the final report and resolution is clear and fair. We will do this by:

- Ensuring that the proposed resolution does not prejudice ABTAC in any unnecessary legal or financial manner.
- Documenting the proposed action.
- Discussing and reviewing the solution from both the ABTAC Ltd and customer viewpoint to ensure fairness and clarity.



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- The review should include recognition and documentation of any underlying issues that have contributed to the complaint and recommendations for actions to prevent further occurrence.

(5) Respond to Customer

Summary: We will provide the customer with the resolution within the timescales promised.

- The details of the findings and proposed resolution should be clearly explained (in written or verbal form as appropriate) to the customer within the agreed timescales.
- If this cannot be done within the agreed timescale, the complainant should be contacted by telephone to inform of the delay.

(6) Follow up

Summary: We will ensure that complaints are followed up to confirm that customers are satisfied with the response given.

- All complaints must be followed up within a reasonable timescale.
- The follow up should identify the following:
 - Is the customer satisfied with the response?
 - Did they feel that their complaint was properly and fairly handled?
- Any negative responses to these questions should be actioned and directly follow up with customers.

(7) Quality Assurance & Close

Summary: We will ensure that the organisation as a whole is aware of relevant complaints and any underlying issues. Plan actions to remove these and prevent future recurrence.

- All complaints should be reviewed monthly.
- Any complaints where action can be taken to avoid recurrent must be acted upon.