

Future Wolverton Customer Care and Complaints Policy and Procedure

Introduction

Future Wolverton (FW) is committed to carrying on its business in a fair and effective manner. We aim to provide excellent service to our members, the local community and our customers based upon open and honest communication, high endeavor, appropriate quality standards and best possible value for money.

This customer care and complaints policy and procedure exists to ensure that this principle is upheld. We will ensure that all individuals and organisations having proper business with the society have a transparent way to complain if they consider that FW or any of its board members, staff or contractors provide a service which is, in their opinion, not as advertised, not fit for purpose, or not delivered in an inappropriate fashion.

The complaints procedure provides the route for complaint, provides for anonymity where the complainant wishes and includes the following steps:

- acknowledgement (if the right to anonymity is not taken up)
- investigation
- remedial action where appropriate
- improvement action where appropriate
- response to the complainant

This policy and the procedure will be reviewed annually by the Future Wolverton Board.

Customer Care standards

Future Wolverton will:

- Deliver all services according to agreed terms
- Ensure staff are appropriately trained in their tasks and customer care
- Provide facilities and guidance for people to communicate easily with us by phone, post and internet
- Respond to communication in a timely manner
- Offer only what we can deliver to a quality suitable to customer needs
- Continuously develop our quality assurance system to support product and service quality
- Communicate immediately with customers should we become aware of any problem that might affect service delivery or quality
- Seek and keep records of customer feedback
- Analyse these records to find ways to improve customer satisfaction
- Provide customers with a means of raising concerns over service quality through our complaints procedure
- Acknowledge receipt of all complaints with a commitment to follow up
- Obtain further information and guidance from the customer on their dissatisfaction where appropriate

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- Take appropriate steps to resolve the complaint or otherwise address the needs of the customer
- Input the complaint into the quality assurance process to ensure that appropriate action is taken to improve future service.

Complaints Procedure

The existence of the policy and procedure will be communicated through publication on the Future Wolverton website and in all our social media.

1. If you have a complaint about our service, please contact us.
2. Complaints may be made by email, post, telephone or by writing to our office address Foundation House, The Square, Wolverton, Milton Keynes, MK12 5HX.
3. Complaints are reviewed by the Chief Executive Officer (CEO) and also copied to the Chair.
4. If a response address is given the complaint is acknowledged by the CEO, unless the complaint is about the CEO when it is acknowledged by the Chair.
5. Acknowledgements use the standard text below. The response time target for acknowledgement is 5 working days.
6. If the originator of the complaint is an individual representing a corporate body and it is not obvious that that individual is properly authorised to make such a complaint, the CEO will seek evidence that such authorisation exists and if it does not then the complaint may be rejected.
7. Complaints that are accepted are treated.
8. Upon conclusion of the investigation a response will be made to the correspondent via the same medium the complaint was made, unless otherwise requested by the correspondent.

Standard text for acknowledgement

Dear complainant,

Future Wolverton acknowledges receipt of your complaint. It is now being investigated by our CEO who will report to our Board of Directors if your complaint is accepted. As soon as we have that report to hand we will inform you of our findings and the actions that we will be taking as a result. If your complaint is not accepted we will explain why. We are grateful for the time and trouble that you have taken to help us continuously improve our services.