Complaints Policy

NOTE: This is a CONTROLLED Document.
Policies are reviewed annually and in line with any regulatory requirements, changes in law or business amendments. Please note that the online version is the only version that is maintained. Any printed copies should, therefore, be viewed as 'uncontrolled' and as such, may not necessarily contain the latest updates and amendments.

Complaints Policy

Introduction

This policy is aimed at service users/customers of Avensys UK Ltd (The Company). The Company considers feedback received through complaints vital in monitoring and improving the quality of its services.

Avensys UK Ltd is confident in providing a high-quality service and would be extremely disappointed if this is not the case. Therefore, it is important that customers should raise any concerns as they arise with Avensys UK Ltd so that they can be addressed and/or investigated.

Scope

This policy covers complaints which all interested parties (customers, suppliers, learners, members of the public, or visitors) may wish to make in relation to the services offered by the Company. The Company will also handle any complaint which impacts its environmental management system.

How should I complain?

Avensys UK Ltd employees seek to help our customers, so you should first try to contact the company at the earliest opportunity and speak to the person who dealt with you to resolve any issues.
If unsatisfied, the procedure for complaints will be upheld and you can ask to speak to the manager in charge of that team or ask for the complaint to be escalated.
If you are not satisfied with the help provided by the manager, please send a written complaint, normally within one month of the event you are complaining about if not immediately at point of dissatisfaction. Written complaints can be forwarded by using the contact details at the end of this policy.

If I complain, what details do I have to give?

When you contact us, please give your full contact details including a daytime telephone number along with:

- A full description of your complaint (including the subject matter, dates and times if known)
- Any names of the people you have dealt with so far
- Copies of any documentation to do with the complaint.

What will happen to my complaint?

The receipt of your complaint will be immediately acknowledged (and certainly within 24 hours) and responded to with resolutions if the responder is able to resolve directly with you. If you are dissatisfied, or the complaint requires further investigations; we will detail our responsive actions and escalations as necessary, following up in writing within 2 working days, letting you know who is investigating your complaint and /or any corrective actions.

Your complaint will normally be investigated fully within 10 working days if it cannot be addressed immediately. If your complaint is more complex, this may be extended to 15 working days.

You may be contacted within this period to seek further information or clarification (in some instances we may recommend a meeting). At the end of the investigation, we will inform you of outcomes or resolutions in writing.

What happens if my complaint is upheld?

If any part of a complaint is upheld, we will of course respond to the complainant accordingly and give due consideration to how we can improve our service. In extreme circumstances, internal disciplinary procedures may be exercised where deemed appropriate.
In situations where a complaint is justified and indicates a failure in our processes, we will take appropriate actions such as:

- Identifying any other party who has been affected by that failure,
- Correcting, or where it cannot be corrected, mitigating as far as possible the effect of the failure, and
- Ensuring that the failure does not recur in the future.
- Ensuring the customer is satisfied with the outcomes presented

The Company shall identify and implement any changes necessary to ensure and maintain the continued suitability and effectiveness of service delivery throughout our integrated quality management system.

The company will retain customer complaint records.

If the investigation determines that the activities outside the organisation contributed to the customer complaint, relevant information will be exchanged between the organisations involved.

What if I am not happy with the reply?

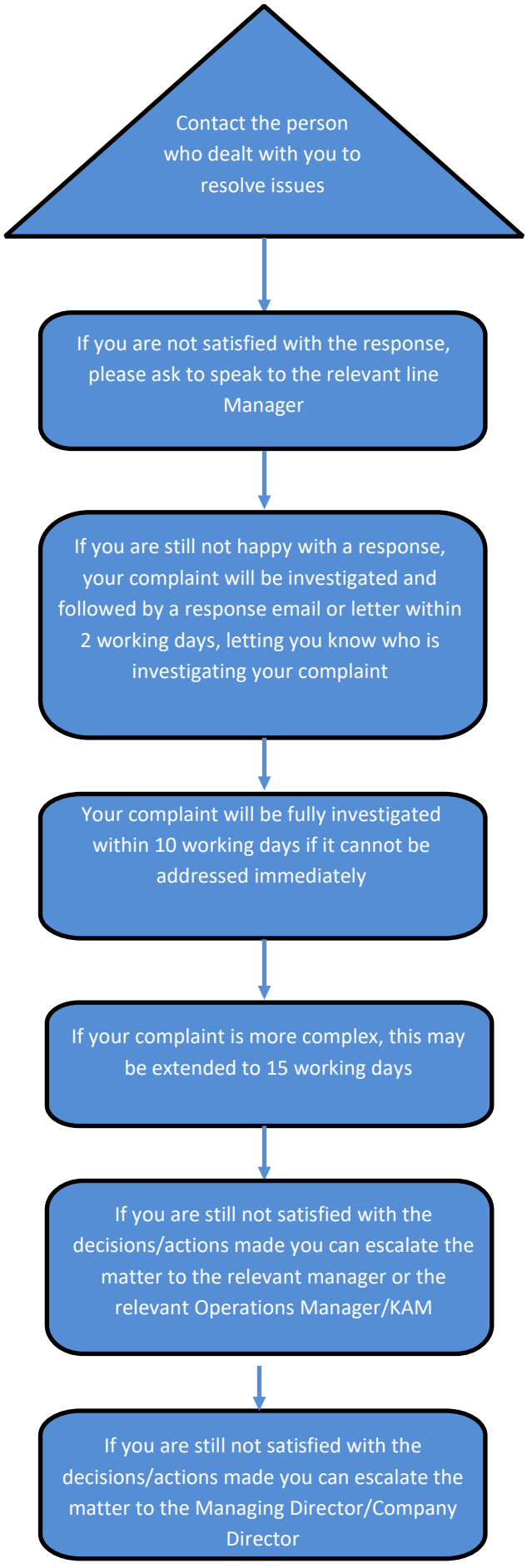
If you are still unhappy with the decision taken by the relevant investigating person in reviewing the complaint you can then take the matter to Escalation. You can do this by contacting us and asking for the relevant Line Manager or indeed the relevant Operations Manager/Key Account Manager (KAM) for resolution. We hope that customers find satisfactory resolutions to complaints, however, further escalations beyond Operations/KAM would be dealt with by Senior management.

Review arrangements

We review our complaints policy and its associated procedures regularly as part of audit arrangements, the Company will revise it as and when necessary, in response to customer feedback. If you would like to feedback any views, please contact us via the details provided below.

Contact us

For complaints or further information, please contact us on 01562 745858 or info@avensysmedical.co.uk

If you have any queries about the contents of the policy, please contact our Quality Assurance department on 01562 745858

Annex A – Customer Complaints Procedure