

ffm

first
facility
management

Client Complaints Procedure

Complaints Procedure for First Facility Management (FFM)

FFM views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person that has made the complaint.

Our policy is:

- To provide a fair complaints procedure that is clear and easy to use for anyone wishing to make a complaint.
- To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint.
- To make sure all complaints are investigated fairly and in a timely way.
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired.
- To gather information which helps us to improve what we do.

Definition of a Complaint

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of FFM service.

Where Complaints Come From

Complaints may come from clients. A complaint can be received verbally, by phone, by email or in writing.

Confidentiality

All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

Responsibility

Overall responsibility for this policy and its implementation lies with the business owner.

Review

This policy is reviewed regularly and updated as required.

Adopted on: 10.07.13

Last reviewed: 15.08.14

Complaints Procedure of FFM

Publicised Contact Details for Complaints:

Written complaints may be sent to FFM at 29 Rowan Road, Havant, Hampshire, PO9 2UX or by e-mail at info@ffmservices.co.uk

Verbal complaints may be made by phone to 0800 5423461 or in person to any of FFM management.

Receiving Complaints

Complaints may arrive through channels publicised for that purpose or through any other contact details or opportunities the complainant may have.

Complaints received by telephone or in person will be recorded.

Resolving Complaints

Stage One

The complaint information should be passed to nominated manager within one week.

An appropriate person will be delegated to investigate it and to take appropriate action.

If the complaint relates to a specific person, they will be informed and given a fair opportunity to respond.

Complaints should be acknowledged by the person handling the complaint within one week. The acknowledgement should say who is dealing with the complaint and when the person complaining can expect a reply. A copy of this complaints policy will be attached.

Complainants will receive a definitive reply within four weeks. If this is not possible because for example, an investigation has not been fully completed, a progress report will be sent with an indication of when a full reply will be given.

Whether the complaint is justified or not, the reply to the complainant will describe the action taken to investigate the complaint, the conclusions from the investigation and any action taken as a result of the complaint.

Stage Two

If the complainant feels that the problem has not been satisfactorily resolved at Stage One, they can request that the complaint is reviewed by the company owner. At this stage, the complaint will be passed on to the company owner.

The request for company owner review should be acknowledged within a week of receiving it. The acknowledgement should say who will deal with the case and when the complainant can expect a reply.

The company owner may investigate the facts of the case themselves or delegate a suitably senior person to do so. This may involve reviewing the paperwork of the case and speaking with the person who dealt with the complaint at Stage One.

If the complaint relates to a specific person, they should be informed and given a further opportunity to respond.

The person who dealt with the original complaint at Stage One should be kept informed of what is happening.

Ideally complainants should receive a definitive reply within four weeks. If this is not possible because for example, an investigation has not been fully completed, a progress report will be sent with an indication of when a full reply will be given.

Whether the complaint is upheld or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.

The decision taken at this stage is final, unless the company owner decides it is appropriate to seek external assistance with resolution, such as an independent organisation.

Variation of the Complaints Procedure

The company owner may vary the procedure for good reason. This may be necessary to avoid a conflict of interest, for example, a complaint about the company owner should not also have the company owner as the person leading a Stage Two review.

Monitoring and Learning from Complaints

Complaints are reviewed annually to identify any trends which may indicate a need to take further action.

Signed on behalf of FFM services

Darren Cook _____