



Customer Complaints Policy

For Internal Use Only

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Created By	Carys Guile
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Customer Complaints Policy

1. AIM

Menter Môn and Annog aim to provide a reliable and consistent service at all times. If you are unhappy with the service you have received this policy will provide you with details how to contact us and make a formal complaint.

2. OUR CUSTOMER PROMISE

Menter Môn and Annog promise to:

- Formally acknowledge the complaint within five (5) working days of receipt and explain the complaints process.
- Investigate the complaint and aim resolve within twenty (20) working days.
- Establish communication in a method that is suitable to both parties.
- Deal with the complaint in an open and honest manner.
- Ensure that communication with Menter Môn and Annog is not affected due to a concerned been raised or a formal complaint made.

3. HOW TO MAKE A COMPLAIN

The sooner the compliant is brought to our attention the sooner we are able to resolve it. Therefore we recommended the complaint is raised with the person you have been dealing with.

If you feel the compliant has not been resolved satisfactory and wish to make a formal complaint, this can be achieved via the following methods:

3.1 Telephone: 01248 724713

When contacting Menter Môn and Annog via telephone make sure details of the complaint are available.

3.2 In Writing:

Document the complaint in full, include your contact details and send to Menter Môn and Annog via:

Email: post@mentermon.com

Or

Letter: Menter Môn and Annog
Complaints Department
Neuadd y Dref
Bulkely Square
Llangefni
Ynys Môn
LL77 7LR

3.3 Customer Complaint Form:

The Customer Complaints Form is available upon request by contacting Menter Môn or Annog via email or telephone, details in 3.2.

3.4 Acting on Behalf

If contacting Menter Môn and Annog on behalf of another person, proof of consent to act on their behalf may be requested.

4. COMPLAINT HANDLING PROCESS

4.1 Receipt of complaint

On receipt the complaint will be forwarded to the Complaints Manager who recorded in the Complaints Register and issue a complaints reference number.

The Complaints Manager will nominate a Complaints Advisor to investigate the complaint and follow through to resolution.

4.2 Complaints Investigation Process

The objective of the investigation is to find a mutually satisfactory resolution to the complaint. Menter Môn and Annog aim to resolve complaints as quickly as possible and expect to reach a resolution with twenty (20) working days from receipt.

During the process the Complaints Advisor will:

- Establish contact within 5 working days of receipt of complaint.
 - Provide the complaints number as reference.
 - Establish a preferred method of communication during the process.
 - Provide their contact details and maintain regular contact.

- Investigate the complaint through to resolution by:
 - Establish the facts of the complaint to ensure both parties understand the nature of the complaint.
 - Reviewing the complaint and any supporting evidence provided.
 - Discuss the complaint with the Complaints Manager or Menter Môn and Annog employees where appropriate.
 - Review files or relevant documentation held within Menter Môn and Annog relating to the complaint.
 - Conclude and communicate the resolution to all parties concerned.
- The Customer Advisor may arrange a meeting to discuss the complaint with all parties involved to establish facts and agreed on a satisfactory resolution.
- Consider legal advice where appropriate.

Note: Menter Môn and Annog will investigate complaints that have occurred within the last six (6) months.

Under exceptional circumstance Menter Môn and Annog will investigate complaints that have occurred longer than six (6) months. In this instance a valid reason must be received as to why the complaint has not been brought to our attention before this time. Supporting information is essential to ensure a complete and thorough investigation is carried out.

Regardless of the circumstances, Menter Môn and Annog will not consider any complaints that have taken place more three (3) years ago.

5. THIRD PARTY COMPLAINT PROCESS

Should the complaint involve a third party, Menter Môn and Annog will work closely with the third party concerned and nominate a Lead Complaints Advisor to investigate the complaint as outlined in point 4.2.

If the complaint is about a third party working on behalf of Menter Môn and Annog, the complaint must be raised with the third party in the first instance. If a satisfactory resolution has not been achieved, then a formal complaint can be made directly to Menter Môn and Annog as outlined in point 3.

6. INVESTIGATION RESOLUTION

Menter Môn and Annog aim to provide a satisfactory resolution to each complaint and where necessary provide a report to outline how we came to our conclusions.

If the complaint was received due to a fault within Menter Môn and Annog, the Complaints Manager will:

- Formally apologies for any inconvenience caused.
- Aim to rectify the situation.
- Conduct an internal review of our process to ensure that the same situation does not arise in future.

This policy does not apply matters relating to Freedom of Information requests or breach of the Data Protection Act.

Relating Documents:

Customer Service Complaints Form

DOC-008