

iQuda complaints policy

All complaints are logged in the QCS iQuda Complaints Summary Document. The document can be found on SharePoint.

Purpose

This policy provides a framework for acknowledging and dealing with complaints at iQuda. This policy pertains to complaints raised externally by our clients or other stakeholders, and internally by iQuda employees, temporary staff, apprentices or any other staff working on behalf of iQuda. The policy aims to ensure that complaints; regardless of their form, are acknowledged, documented, acted upon and resolved, in line with the requirements of this policy and in line with ISO 27001 requirements, specifically the following clauses:

- 9.3 Management review
 - Feedback from interested parties
 - Opportunities for continual improvement
- 10.1 Nonconformity and corrective actions
 - Reacting to nonconformity and taking action to correct it;

Complaints Procedure

We want to help you resolve your complaint as quickly and effectively as possible

iQuda is committed to delivering a high-quality service to every organization or individual that we work with. In order to achieve this we need your feedback about our service. It is also vital that you tell us when we get things wrong so that we can take action to a) rectify the situation b) prevent a similar issue from happening again.

We will listen to every complaint and treat it seriously. We will respond appropriately and learn from complaints as part of our commitment to continual improvement.

Our Policy Covers Complaints About:

External complaints:

- The standard of service we provide
- The behaviour of our staff
- The behaviour of our company as a whole
- Any action or lack of action by staff affecting an individual, group or asset(s)

Internal complaints, which may include:

- The behaviour of other staff members or management
- The behaviour of company directors
- The behaviour of clients (e.g. harassment, abusive behaviour, intimidation etc.)
- The working environment at iQuda
- The support you receive in relation to you carrying out your job to the best of your ability.

Our Complaints Policy Does Not Cover:

- Matters that have already been fully investigated through this complaints procedure
- Complaints sent anonymously. We have no one to respond to with regards to these complaints and therefore we cannot action them.
- Complaints that seek to overrule relevant legislation or that would contravene iQuda policy e.g. Freedom of Information Act, Data Protection Act, the General Data Protection Regulations
- Persistent and or harassing complaints

Our Standards for Handling Complaints:

- We treat all complaints seriously
- We will treat you fairly and courteously
We will treat your complaint as anonymous within the department dealing with the complaint
- We will deal with your complaint within 5 working days from receipt. We will reply in full within 20 working days. If this doesn't happen we will let you know why and when we will respond in full. This may happen when further investigative work is required, for example.
- The number of complaints we receive and the type of complaints we received will be published in management review meetings, annual reports and such. These numbers will be anonymous and non-identifiable.

Confidentiality

All complaints are dealt with in accordance with the Data Protection Act 2018 and the General Data Protection Regulations 2016. We respect and uphold your right to confidentiality.

Complaints are logged in a complaints summary log to enable us to monitor the type of complaints we receive. The complaints log is only accessed by iQuda Senior Management.

What to include when you complain

You may find the following template useful when formulating a written or verbal complaint. This is what we suggest you include so that we can process your complaint as quickly and effectively as possible, please see the complaints template on the next page.

Reference: Q218 iQuda Complaints Policy – Complaints template.

Your name:	
Email address:	
Telephone number:	
Company or organisation name:	
Date:	
Date of incident/cause of complaint:	
Name(s) of person(s) involved in the complaint:	
Ticket reference (if applicable):	
Details of the complaint:	
Desired outcome:	

Who deals with complaints?

Complaints are dealt with by the iQuda Senior Management Team and the Company Directors. While you may pass on your complaint to anyone in the company, it is often best to speak to a Senior Manager or a company director, to ensure that your complaint will be dealt with as quickly and as effectively as possible.

Please note that in the event of iQuda being involved a complaint which pertains to a breach of the General Data Protection Regulations 2016 (GDPR), we are legally responsible for reporting the breach to the Information Commissioners Office (ICO). If a complaint leads to this scenario, it will be handled by the Data Protection Officer Garth Macintosh.

How to complain

By Phone:

01442 251 514.

This number will bring you to the main switchboard, please ask for the complaints department.

By Email: info@iquda.co.uk

Or by sending an email to your Account Manager or an employee you are in contact with at iQuda.

By Post:

Complaints Department
Unit 3 Heron Business Park
Eastman Way
Hemel Hempstead
Hertfordshire
HP2 7FW

In person:

Deliver your written complaint to Managing Director, Anthony Jones or to your line manager.

We operated a 2-stage complaints procedure. It will help us to resolve your complaint quickly and effectively if you can provide as much details as possible, including any relevant documents or evidence.

The Stage of the Complaints Procedure

Stage 1

We will try to resolve your complaint within the department your complaint pertains to. Most complaints can be resolved at this stage. We will try to resolve your complaint with the manager of the department, as he/she will have the most relevant information. Once a complaint has been received, we will pass on the nature of the complaint to the relevant manager who will aim to resolve the complaint as quickly as possible and to contact you with

Stage 2

If you are not satisfied with the response you received at stage 1, you can speak directly to a company director.

Verbal Stage 2 Complaints: Simply contact us on 01442 251 514 and ask to speak to a director.

Written Stage 2 Complaints: Address your complaint to:

Managing Director Complaints Department
Unit 3 Heron Business Park
Eastman Way
Hemel Hempstead
Hertfordshire
HP2 7FW

We aim to resolve all complaints we receive. In the event that you remain dissatisfied with the response you have received, we encourage you to continue to work with iQuda to find an appropriate solution.

Suggested Resolutions

iQuda may implement one or more of the following resolutions when you lodge a complaint:

- A verbal or written apology
- A change in company process to address the nature of your complaint
- Financial compensation
- Staff awareness and training
- Disciplinary proceedings against the staff member who you are lodging a complaint about
- Other measures as appropriate

Please be aware that iQuda reserves the right to make a decision regarding what resolution is appropriate to your specific situation.

Comments

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Quality is of paramount importance to iQuda. We deal with complaints as a valuable contributor to our processes and procedures; they help us to understand how we can improve so we can take appropriate action. Each complaint we receive becomes part of our process of continual improvement.

Unreasonable Behaviour

All complaints are dealt with according to this policy. Our staff deserve to be treated in the same way that we aim to treat our customers. Therefore, we are unable to accept unreasonable behaviour towards our staff during any stage of the complaints process.

Recording Complaints

All complaints are recorded so that we can keep track of the nature of complaints that occur, and so that we can monitor whether or not we are improving. If you make a complaint by phone, please be aware that calls may be recorded for training and monitoring purposes.

Practical Guidelines for Handling Complaints

- Remain calm and respectful throughout the conversation
- Listen - allow the person to talk about the complaint in his or her own words.
- Don't debate the facts in the first instance, especially if the person is angry
- Show an interest in what is being said
- Obtain details about the complaint before any personal details
- Ask for clarification wherever necessary
- Show that you have understood the complaint by reflecting back what you have noted down
- Acknowledge the person's feelings (even if you feel that they are being unreasonable) - you can do this without making a comment on the complaint itself or making any admission of fault on behalf of the organisation e.g. "I understand that this situation is frustrating for you"
 - If you feel that an apology is deserved for something that was the responsibility of your organisation, then apologise
- Ask the person what they would like done to resolve the issue
- Be clear about what you can do, how long it will take and what it will involve.
- Don't promise things you can't deliver
- Give clear and valid reasons why requests cannot be met
- Make sure that the person understands what they have been told
- Wherever appropriate, inform the person about the available avenues of review or appeal