

Complaints Policy

Policy Statement

Here at iHASCO, we pride ourselves on providing an excellent product and unrivalled service. However, if any complaints or concerns about our product or service are raised, we have a simple and easy way of handling them. iHASCO welcomes feedback - positive and negative - and sees it as an opportunity to learn, improve and provide a better service. This policy is intended to ensure that complaints are dealt with properly and that all complaints or comments made by customers are taken seriously.

The policy is not designed to apportion blame, consider the possibility of negligence or to provide compensation.

Amanda Lowndes is the named manager at iHASCO who is responsible for dealing with complaints.

[iHASCO Complaint Form](#)

Aim

The aim of this policy is to ensure that the iHASCO's Complaints Procedure is properly and effectively implemented and that our clients feel confident that their complaints and concerns are listened to and acted upon promptly and fairly.

Goals

- Customers and their representatives are aware of how to submit a complaint and feel that iHASCO provides a simple complaints procedure.
- A named person at iHASCO will be responsible for the administration of the procedure.
- Every written complaint is acknowledged within two working days.
- Investigations into written complaints are held within 28 days.
- All complaints are responded to in writing by iHASCO.
- Complaints are dealt with promptly, fairly and sensitively.



Complaints Procedure

Verbal Complaints

- All verbal complaints, no matter how small, will be taken seriously. There is nothing to be gained by staff adopting a defensive or aggressive attitude.
- iHASCO employees who receive a verbal complaint should seek to solve the problem as soon as possible.
- If staff cannot solve the problem immediately, they should offer to refer the matter to their line manager to deal with the problem.
- All contact with the client making the complaint should be polite, courteous and sympathetic. Staff should remain calm and respectful at all times.
- iHASCO employees should not accept blame, make excuses or blame other employees.
- After talking the problem through each manager or the member of staff dealing with the complaint should suggest a course of action to resolve the issue. If this course of action is acceptable, the member of staff should clarify the agreement with the client.
- If the suggested plan of action is not acceptable to the client then the member of staff or manager should ask the complainant to put their complaint in writing to iHASCO and give them a copy of the Complaints Procedure and form for completion.
- In both verbal and written cases, the details of the complaint should be recorded on a complaint form.

Written Complaints

- When a complaint is received in writing it should be passed to the named complaints manager who will record it in the complaints book and send an acknowledgement letter to the client within two working days. The complaints manager will be the named person who deals with the complaint via this process (i.e. Amanda Lowndes).
- If necessary, further details should be obtained from the client. If the complaint is not made by the client - but is made on their behalf - the consent of the client must be obtained in writing.
- A copy of the Complaints Procedure will be given to the client.



- If the complaint raises a potentially serious subject matter, advice should be sought from a legal advisor. If legal action is taken at this stage, any investigation by iHASCO under the Complaints Procedure should cease immediately.
- Upon immediate receipt of the complaint, iHASCO should launch an investigation. They should be in a position to provide a full explanation to the client within 28 days, either in writing or by arranging a meeting with the individuals concerned.
- If the issues are too complex to complete the investigation within 28 days, the client should be informed of any delays.
- If a meeting is arranged, the client should be advised that they may - if they wish - bring a representative.
- At the meeting, a detailed explanation of the results of the investigation should be given to the client along with an apology if it is deemed appropriate (apologising for what has happened need not be an admission of liability).
- Such a meeting gives iHASCO the opportunity to show the client that the matter has been taken seriously and has been thoroughly investigated.
- After the meeting, or if the client does not want a meeting, a written account of the investigation should be sent to the client.
- The outcomes of the investigation and the meeting should be recorded on appropriate documentation and any shortcomings in iHASCO's procedures should be identified and acted upon.
- iHASCO's Complaints Procedure should be reviewed by the iHASCO Senior Management team every 12 months.