

# Complaints Policy

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## Policy Statement

Here at iHasco, we pride ourselves on providing an excellent product and unrivalled service. We have adopted a complaints procedure which makes it easy for customers to make a complaint, no matter how big or small. iHasco welcomes feedback, positive and negative, and sees it as an opportunity to learn and improve for the future.

## Purpose

This policy is intended to:

- ensure that customers know how to make a complaint and how it will be handled.
- ensure complaints are dealt with in an efficient, fair and sensitive manner and;
- ensure that all complaints or comments made by customers are taken seriously and dealt with promptly.

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

Amanda Lowndes (Head of Support) is the named manager at iHasco who is responsible for dealing with complaints.

## Goals

- 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 Procedure

### Verbal Complaints

- All verbal complaints, no matter how small, will be handled in line with this policy.
- iHasco employees who receive a verbal complaint should seek to find a solution as soon as possible.
- If the employee cannot find a reasonable solution, they should offer to refer the matter to their line manager to handle the complaint.
- All contact with the complainant should be polite, courteous, and sympathetic. iHasco employees should remain calm and respectful at all times.
- iHasco employees should not accept blame, make excuses, or blame other employees.
- The iHasco employee handling the complaint should suggest a course of action to resolve the complaint. If the suggested course of action is not acceptable to the client, then the employee 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 log.

### 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 log and send an acknowledgement letter to the client within two working days.
- 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.

## Submitting a complaint

If you would like to submit a complaint to iHasco, please find our Complaints Form below.

## Complaints form

Here at iHasco, we strive to provide you with the highest level of service at all times. If this has not been the case, or if we have not handled something to your satisfaction, please detail your concerns below.

Client Information	
Name:	Phone:
Company:	Email address:

Details of Complaint	
Date of complaint:	Complaint taken by:
Complaint Details:	
Desired Outcome:	

We aim to acknowledge all complaints within two working days and investigate within 28 days. If in the meantime, you would like to add further details regarding your complaint, please do contact us.

We thank you for your patience on this matter.