



"The Interior Experts"

Customer Care and Complaints Policy

Introduction

Workplace Group is committed to ensuring that high standards of customer service are a feature of its business support and training activities.

Clients having contact with Workplace Group should receive a consistent customer care service with attention to their needs. Clients receiving any of our services can expect staff to provide a professional service with a helpful and empathetic attitude.

Company Policy

Your comment is important to us and our standards for dealing with complaints will include the following:

- To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint
- To understand your complaint in its entirety
- We will treat your complaint properly, fairly and impartially
- We promise that making a complaint will have no implications for your future dealings with our company
- Considering the tone of our response
- We will acknowledge where things could have been done better and apologise for any proven mistake made by us and put it right where ever possible
- We will change any processes necessary to avoid making future mistakes and tell the client what will be done to evade the same thing happening again

Workplace Group delivers a range of products and services to a diverse range of clients across UK. Customer Care in these services will be provided by the following types of process.

Enquirers

Enquirers can expect to have any service query dealt with promptly, with many completed during the initial contact with a member of staff. All enquiries will be responded to within 24 hours. All forms of written response will be dispatched to the client on the same day the enquiry is received. Enquirers can expect that Workplace Group monitor how effectively it handles enquires and seek to improve its services.

How to make a complaint

Where a customer wishes to make a formal complaint Workplace Group has a Complaints Process that all staff are firmly with.

Quality Manual 9001: 2015		Amendments authorised by: Mr S. Fasulo	
Document reference: PS31	Issue: 1	Revision: 1	Effective date: 17/04/2017



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All Workplace staff have been briefed on the Complaints Process and its operation. A complaint is an expression of dissatisfaction from our customers/clients about our products or services. Workplace Group aim to ensure that;

- We carry out a full investigation in to your complaint to come up with the resolution and highest level of satisfaction
- We give the complaint our careful attention and care in a timely way
- We provide a thorough timeline account of our actions and how we will progress the complaint to lead to the desired outcome
- We make sure you are happy with how we have handled your complaint
- We welcome feedback on how we have addressed the matter
- If we do not uphold your complaint, we will let you know why.
- We expect our customer/client to allow us to follow our procedure and await further communication from us when we have approached the necessary step.

Taking into consideration our customers/clients displeasure, NGCCEI encourages that should a customer/client feel able to discuss a complaint with a member of our staff which they've had recent/long term liaison with, you should do so. Where you feel the member of staff is not resolving the issue effectively, you should ask for your complaint to be taken higher or adopt the formal procedure of submitting a complaint in writing.

Written complaints should be made to: Philip Leathwhite MD, Workplace Group, Joseph Wilson Industrial estate, Millstrood Road Whitstable, Kent CT5 3PS

Or email Phil.leathwhite@workplacegroup.co.uk

How soon will we deal with your complaint?

Workplace Group will acknowledge receipt of a complaint within five working days by sending an acknowledgement letter/email which is to tell you:

- Who is dealing with your complaint?
- When we will contact you again.
- Once we have sent you an acknowledgement letter we will investigate your complaint fully and write to you with within 15 days of receiving the written complaint our findings.
- If your complaint is particularly complex, we may need to spend longer investigating it. In these cases, we will keep you up to date on our progress. E.g. 10 working days for majority of cases, 20 working days if the complaint needs more looking into and 40 working days for particular complex complaints.

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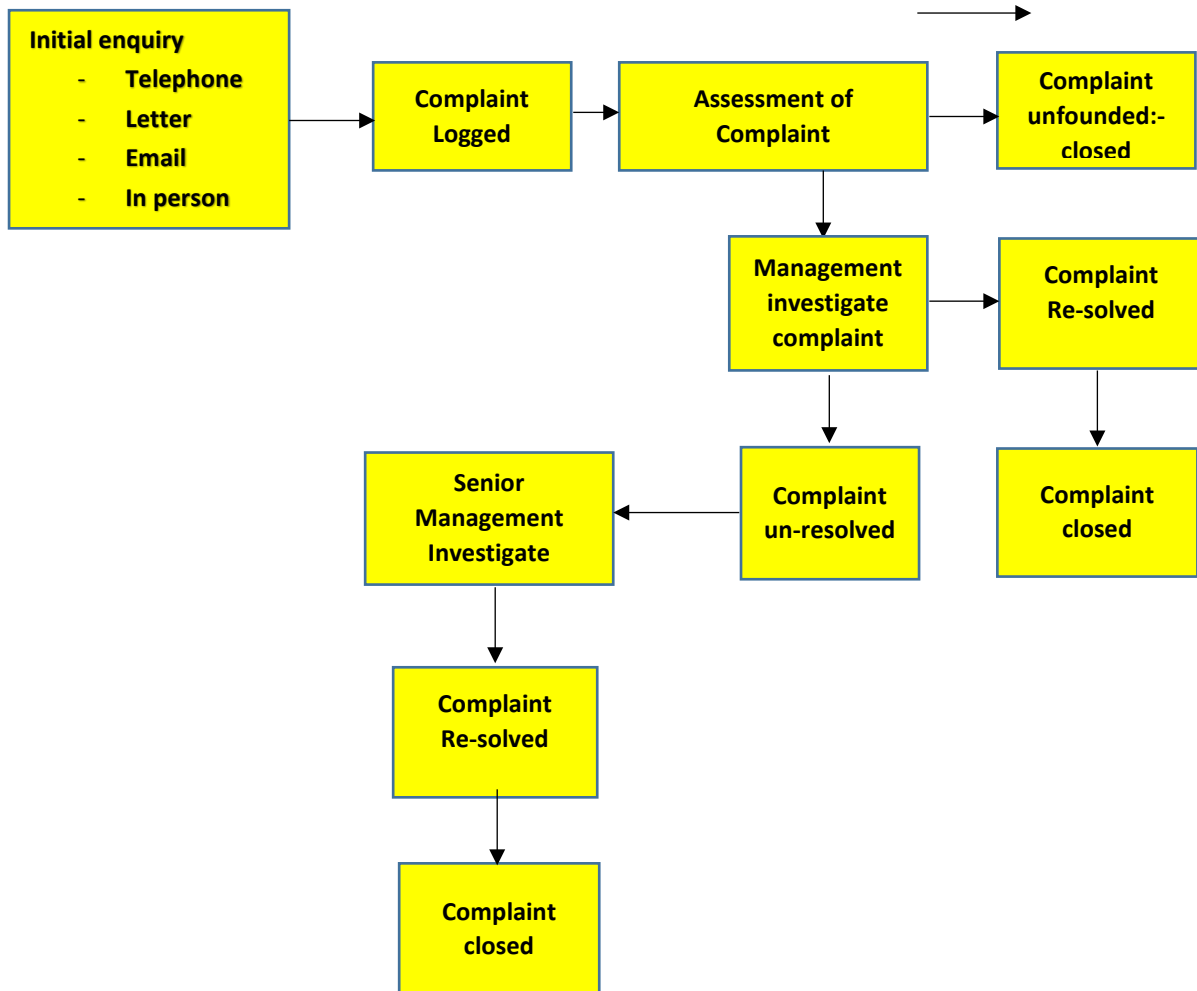
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Following the resolution of the complaint Workplace Group will send a final resolution letter to provide straightforward explanations for outcomes and will review the processes and procedures to identify changes, staff training or communication that would improve the processes and customer service.

Confidentiality

Except in exceptional circumstances, Workplace Group will aim to ensure that complaints remain confidential. However, in some cases the circumstances giving rise to the complaint may make this impossible, in these situations we will discuss this with client/customer individually.

Flow chart:



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