

UKN Feedback Policy



Version 1.1

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Purpose and Scope of Document

The aim of this policy is to clarify our three-tiered approach to Customer Feedback. We will treat all feedback as:

- Compliment
- Comment or Suggestion
- Complaint.

Customers will be asked which of these categories their feedback falls into. We will capture all feedback and use it to improve the services we provide.

Customer Feedback Policy

We want to ensure that the services we provide meet both our published standards and the needs of our customers and partners. All customer feedback is important to us and might include:-

1 Compliments

If we do something well, let us know. We all like to know when we are doing a good job. We record all compliments, these help us show that our customers are satisfied with the service we offer and help us to improve other areas of our service.

We define a compliment as an expression of satisfaction, praise, or commendation.

All compliments received will be logged onto our feedback database and passed onto the relevant member of staff and their manager.

2 Comments and Suggestions

We welcome constructive comments or suggestions to improve our service. We consider all comments and suggestions and where possible we will use them to make improvements.

All comments and suggestions received will be logged on our feedback database.

An acknowledgment of such feedback will be sent out within 2 working days. A full response relating to your suggestion will be sent to you within 28 working days.

3 Complaints

Every organisation can occasionally get things wrong. If we have not provided a service, or you feel you have been treated unfairly please let us know. All complaints are taken seriously and carefully considered. We use complaints to learn lessons as to how things might have been done differently and to help improve the services we provide in the future. Where possible we will publish information on how we have made improvements resulting from complaints.

3.1 What is a complaint?

A complaint is any expression of dissatisfaction about a service provided, whether justified or not, requiring a response. This might include, for example, where we:

- Fail to provide a service to a published standard
- Delay unreasonably in providing a service
- Fail to follow our own policies, rules or procedures
- Provide a poor quality service
- Remove or withdraw a service from a customer without consulting
- Cause distress to a customer through our behaviour
- Unreasonably disadvantage a customer or unfairly discriminate against them

If you wish to make a complaint, you must tell us. You will be asked to tell us whether you are making a complaint, or giving us feedback, or making a suggestion.

All complaints received will be logged onto to our formal complaints database. Within 2 working days an acknowledgment will be sent.

There are 3 stages to our Complaints policy:

Stage 1 - Manager Level – 10 working days to investigate and respond

Stage 2 - Director Level – 10 working days to investigate and respond

Stage 3 - Appeals Panel – date of hearing to be confirmed within 3 weeks of receipt.

Each complaint must start at Stage 1. We will only consider your initial complaint, you may not add additional items to a complaint as it progresses through the stages.

Additional complaints will be treated as new complaints and commence at Stage 1.

If you are unhappy with our response to your complaint, you must tell us why in writing, within four weeks of our response. This will take your complaint to the next stage of the complaints process and this rule applies at each stage.

3.2 Complaints not covered by this policy:

- They are submitted anonymously (although we may still investigate)
- The complaint is directly linked to legal action already started by either party or has already been considered by ourselves, a court or another body.
- They are submitted more than 6 months after the event being complained about.
- The complaint concerns employment matters.
- The complaint concerns the content of an approved policy. Although such issues will be considered on their merits it is not normally appropriate for them to be dealt with as complaints under this policy. They will be treated as customer feedback (see point 2. Comments and Suggestions above).
- There is an alternative mechanism for complaints handling set out in a contract or other agreement.

3.3 How people can provide feedback?

- In writing (e.g. letter, fax, email)
- By completing the feedback form (hard copy or online, at www.ukngroup.com)
- By telephone, in person or by bringing the matter to the attention of a member of staff at a meeting (verbal)
- If you experience difficulty in providing your feedback in the above ways, please contact our Business Services Co-ordinator, on 0845 643 6060. Who will be able to assist you with this process.

3.4 Monitoring and Learning

Details of all complaints will be logged and monitored. Any recommendations made, lessons learnt or feedback received will be shared across the organisation and actioned according to priority, to help improve services and prevent recurring complaints.

We may publish information about how we have used complaints to improve our services, in newsletters, our annual report and on our website.

We will ensure all staff members are aware of how important complaints are and how they contribute to service improvement. Complaints will be discussed in individual and team meetings and all relevant staff will be appropriately trained.

3.5 Comments and Complaints Targets

UKN will work to the following two targets in relation to comments and complaints raised by UKN customers with UKN.

Comments – UKN will consider the Comments process to be adequately communicated to customers and a suitable vehicle for receiving customer feedback if the number of comments received annually equals 15% (or more) of the current number of users supported (e.g. if 9000 users are supported, then UKN will receive 1440 over the course of the year).

Complaints – UKN sets an upper target of 5% of complaints for all customers supported over the period of a year.

The Complaint process owner (UKN Corporate Services) will:

- monitor the numbers of comments and complaints received and report to the UKN Senior Management team monthly
- report on the numbers of comments and complaints against targets
- initiate any necessary actions in regards to the comments process

3.6 Exceptions to the Policy

We may refuse to consider a complaint, or may deal with it in a different way from that outlined in this policy, where it is pursued unreasonably or where circumstances merit it. Where we decide to do so, we will advise the complainant of the reasons for taking that decision and the route forward if they wish to pursue the matter further.