



**Title**

*Complaint Management Process*

**Category**

*Open Access*

**Abstract**

This document contains the process for managing and resolving complaints received within Webhelp. This does not include the complaint processes contracted in operational delivery as per campaign guidelines

Document Control			
Document Revisions	Version (V)	Revision Date	Revisions By
N/A	V2.3	10/01/2015	L Duffie
Amendment to job title & table addition	V2.4	11/04/2016	L Hankinson
New logo added and inclusion of SPA	V2.5	23/06/2016	L Duffie
Inclusion of SPA in process	V2.6	27/06/2016	L Hankinson

Complaint Management Process	QMSP08	V2.6	Open Access	26/10/2011	27/06/2016
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## **Executive Summary**

### ***Introduction;***

In line with Governing Bodies and Accreditations Webhelp complies with OFT guidelines and the Financial Ombudsmen Rules to ensure all clients have a detailed process to log a complaint and receive timely and concise feedback.

### ***Scope:***

Complaints received by Webhelp in line with the product and services delivered by Webhelp.

### ***Assumptions***

Complaint processes currently written into campaign contracts are out with the scope of this process. Each Campaign has a detailed operational process which is adhered to by all operational staff.

Complaint Management Process	QMSP08	V2.6	Open Access	26/10/2011	27/06/2016
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## Glossary

### *Terms*

The following terms are used in this process.

Consumer	The person/company making the complaint to Webhelp
Final response	This is the full response – in writing – to the consumer’s complaint
Eight – week Ruling	Under F.O.S. all complaints are expected to be to be resolved within 8 weeks
F.O.S	Financial Ombudsman Services

Complaint Management Process	QMSP08	V2.6	Open Access	26/10/2011	27/06/2016
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## Process for Complaint Management

Objective	Allows the consumer to raise a complaint and receive a documented response
Priority	Mandatory
Completed By	Head of Compliance, H&S
Trigger Event	Receipt of complaint at Webhelp
Trigger Time	Date complaint received
Steps	<ol style="list-style-type: none"> <li>1. Resolve complaint within 48 hours if straightforward for Webhelp.</li> <li>2. If the complaint is more complex and cannot be resolved acknowledge receipt of the complaint within 48 hours (working hours). Give details of the process which Webhelp will undertake to resolve their complaint.</li> <li>3. Where necessary, pass the complaint to the relevant department or Senior People Advisor to investigate. Compliance closes their involvement as internal processes take over.</li> <li>4. Assess and investigate complaint – 10 days, holding letter to consumer if further investigation is required.</li> <li>5. Investigation closed – send resolution within 21 days</li> <li>6. Ongoing investigation – ensure consumer receives regular updates on the investigations approx every 10 days</li> <li>7. Close the investigation within the 8 weeks. If the investigation cannot be completed within this timeframe ensure full documentation as to why this timescale cannot be met is forwarded to the consumer and advice on contacting F.O.S.</li> <li>8. Close off investigation with the consumer and send final response.</li> </ol>
Outcome	Resolved complaint – improved customer experience

### Guidance Notes

Process Step	Guidance Notes
Assessment and investigation of complaint.	<p>Gain full understanding of the complaint and background.</p> <p>Register complaint in complaints issue register QMSF09</p> <p>Work with the consumer to gain full understanding of what has resulted in the complaint. Document all conversations with the consumer and collate all written material received from the consumer.</p>

Complaint Management Process	QMSF08	V2.6	Open Access	26/10/2011	27/06/2016
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Complaint Management Process

	<p>Meet with all colleagues who are identified or have impacted in the complaint being received. Document all discussions and outcomes.</p> <p>Work to resolve the complaint – taking into account any financial impact to the consumer.</p> <p>Exhaust all avenues until a resolution or final response can be given to the consumer.</p>
<p>Eight – week ruling</p>	<p>Under the FOS rulings companies are normally expected to resolve the complaint or have sent a final response to the consumer. If this timescale cannot be met the following details must be sent to the consumer:</p> <ul style="list-style-type: none"> <li>• Explanations as to why their complaint has not been resolved / closed within this timeframe</li> <li>• Explain to the consumer they can refer the complaint to the ombudsman service if they are dissatisfied with the delay in reaching a resolution</li> <li>• Enclose a copy of the ombudsmen’s consumer leaflet. ‘<u>Your complaint and the ombudsman</u>’.</li> </ul>
<p>Response out with eight-week ruling</p>	<p>If consumer advises they are happy with the business to continue and investigate the complaint the consumer does not need to advise the F.O.S.</p> <p>Webhelp must however advise the consumer of their right to bring their complaint to the ombudsman.</p>
<p>Final Response</p>	<p>This is the company’s full and final response to the consumer. The following details must be included</p> <ul style="list-style-type: none"> <li>• Summary of the complaint, clearly documenting the outcome of company’s assessment /investigations and the business’s final view on the issues documented in the complaint.</li> <li>• Acknowledge whether or not there has been any fault on the part of the business</li> <li>• Detail any offer the business is prepared to offer to settle the</li> </ul>

Complaint Management Process	QMSP08	V2.6	Open Access	26/10/2011	27/06/2016
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Complaint Management Process	
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	<p>complaint</p> <ul style="list-style-type: none"><li>• Advise the consumer of their right to refer the complaint to the Financial Ombudsman Services within six months, if they are unhappy with the company's outcome.</li><li>• Enclosed the F.O.S leaflet in the correspondence to the consumer.</li></ul>
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Complaint Management Process	QMSP08	V2.6	Open Access	26/10/2011	27/06/2016
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