

INTERNAL COMPLAINTS PROCEDURE

We recognise that many concerns will be raised informally and dealt with quickly. Our aims are to:

- ⇒ Resolve informal concerns quickly.
- ⇒ Keep matters low-key.
- ⇒ Enable mediation between the complainant and the individual to whom the complaint has been referred.

Procedure to follow:

- ⇒ As soon as a complaint is made, a member of the call centre management team / a Director should be informed immediately.
- ⇒ A member of the call centre management team / a Director should be present when any complaint is being discussed.

An informal approach is appropriate when it can be achieved. If concerns cannot be satisfactorily resolved informally, then the formal complaints procedure should be followed.

Purpose

The formal complaints procedure is intended to ensure that all complaints are handled fairly, consistently and wherever possible resolved to the complainant's satisfaction.

QRS's responsibility will be to

- ⇒ Acknowledge the formal complaint in writing.
- ⇒ Respond within a stated period of time.
- ⇒ Deal reasonably and sensitively with the complaint.
- ⇒ Take action where appropriate.

A complainant's responsibility is to

- ⇒ Bring their complaint, in writing, to QRS's attention as quickly as possible.
- ⇒ Raise concerns promptly and directly with a member of QRS management team.
- ⇒ Explain the problem as clearly and as fully as possible, including any action taken to date.
- ⇒ Allow QRS a reasonable time to deal with the matter.
- ⇒ Recognise that some circumstances may be beyond QRS's control.

Formal Complaints Procedure

Initial Stage

In the first instance, if you are unable to resolve the issue informally, you should write to the member of staff who dealt with you, or their line manager, so that he or she has a chance to put things right. If your complaint concerns a Director of QRS, rather than a member of QRS's staff, you should write formally to the individual concerned. In your letter you should set out the details of your complaint, the consequences for you as a result, and the remedy you are seeking.

You can expect your complaint to be acknowledged within 4 working days of receipt. You should get a response and an explanation within 15 working days. If you are unsure which member of QRS's staff to write to, your complaint should be sent to QRS's Senior Director (Sarah Hobley).

Final Stage

If you are not satisfied with the initial response to the complaint then you can write to QRS's Managing Director (Kathy Tomlin) and ask for your complaint and the response to be reviewed. You can expect the Managing Director to acknowledge your request within 4 working days of receipt and a response within 15 working days.

QRS's aim is to resolve all matters as quickly as possible. However, inevitably some issues will be more complex and therefore may require longer to be fully investigated.

Consequently timescales given for handling and responding to complaints are indicative. If a matter requires more detailed investigation, you will receive an interim response describing what is being done to deal with the matter, and when a full reply can be expected and from whom.

These policies supplement your terms of employment but are not of contractual effect. Their purpose is to explain the Company's current policies and procedures but they may be subject to change without notice if changes are considered appropriate by the Company or if there are changes in relevant legislation.