

Customer Complaints Policy

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Customer Complaints Policy

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Customer Complaints Policy

1.0 Objective of the Policy

Curtins are committed to being responsive to the needs and concerns of all of our customers and seek to maintain and enhance our reputation by providing a high-quality service.

For the purposes of this policy the term 'complaint' means an expression of dissatisfaction by a customer, relating to the service or product provided by us.

Whilst Curtins endeavour to deliver our service or product without cause for complaint, we recognise the importance of complaints in supporting the continued improvement of our products, services and customer relationships. As part of our continual improvement plan, complaints will be monitored by the management team to identify any trends and any action taken to mitigate any issues identified.

This policy has been designed to provide guidance to both our customers and staff on the way Curtins will receive and manage customer complaints.

We are committed to resolving customer complaints as quickly as possible and will do so in a manner which is consistent, fair and impartial.

The objective of this policy is to ensure that:

- Customers and staff are aware of Curtins procedure for lodging and escalating a complaint.
- Complaints are handled within appropriate timescales.
- Complaints are investigated impartially with a balanced view of all information and evidence.
- Complaints are considered on their merits, considering individual circumstances and needs.
- Reasonable steps are taken to actively protect personal information.

2.0 Curtins Complaints Procedure

Curtins is committed to resolving customer issues at the first point of contact, however we accept that this will not be possible in all circumstances. Where this is the case, our complaints process should be followed.

Step 1 – First Contact Resolution

In the first instance, customers are asked to raise any issues or concerns, with the staff member(s), Project Team Leader or Director within the local Curtins office that they have been dealing with.

In the event that the Customer does not wish to address the local Curtins office, or the outcome of doing so is not to their satisfaction, a complaint can be made under Step 2.

Step 2 – Complaint and Investigation

The complaint will be made directly with our customer service team, fully investigated and a response provided to the customer.

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If the customer is unsatisfied with the outcome of our investigation and response, they may elect to proceed to Step 3.

Step 3 – External Review

Reference to the original complaint and our response can be made to an appropriate third party.

Customers reserve the right to refer their complaint to a relevant regulatory body, law enforcement agency or consumer protection agency at any time.

3.0 Complaints Process Step 1 - First Contact Resolution

Contact should be made with the staff member(s) the customer has had prior dealings with or with the Director of the local office. These staff are empowered to address issues and concerns and to resolve customer complaints.

Contact may be made:

- By telephone*
- By email
- In writing

* Where a complaint is received verbally and we consider it appropriate, we may request that this be provided in writing.

If a customer is uncomfortable in raising a complaint at local office level, or the outcome of doing so is not to their satisfaction, they may choose to make a complaint to our customer services team.

4.0 Complaints Process Step 2 - Complaint and Investigation

Curtins complaints procedure follows 5 steps:

1. Acknowledgement

Complaints will be accepted by a senior member of staff, independent of the project / local office team.

Within three (3) business days of receiving a complaint we will acknowledge receipt by email.

2. Review

A Customer Complaint Record is completed, which triggers the complaint review procedure.

Curtins will undertake an initial review of the complaint and determine if any additional information or documentation may be required to complete an investigation.

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We may need to contact the customer to clarify details or request additional information where necessary. If this is necessary, we will explain to the customer the purpose of seeking clarification or additional documentation and provide feedback on the status of their complaint at that time.

3. Investigation

An investigation shall then be undertaken which will take into consideration:

- The information which has been provided to us by the customer.
- Information provided by members of staff who are involved (if appropriate).
- Any other information which may be available that supports the investigation.

Where the involvement of a Third Party is cited either by the customer or staff members, we may need to contact them for information.

Curtins will endeavour to conclude our investigation within 28 days of the complaint being submitted for our attention, however, this may not always be possible on every occasion.

Our ability to meet this commitment may be impacted where it is necessary to request clarification or additional information from either the customer or third parties, as awaiting a response may result in unavoidable delays.

Important - Where we are unable to conclude our investigation within 28 days, we will inform the customer of the reason for the delay and specify a date when we anticipate that we will be able to finalise the complaint.

4. Response

Following our investigation, we will notify the customer of our findings, any actions we may have taken regarding their complaint and our proposals to resolve the complaint.

This response will be provided by email.

5. Record

Details of all complaints will be recorded as specified within Section 6.

Information to be provided by customers

When investigating a complaint, we are reliant on information provided by the customer and information that we may already be holding.

We may need to contact the customer to clarify details or to request additional information where necessary.

To help us investigate a complaint quickly and efficiently, customers are asked to provide the following information:

- Name and contact details.
- The name of any person(s) which they have been dealing with in relation to the service provided.

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- The nature of the complaint.
- Details of any steps that have already taken to resolve the complaint.
- Details of conversations they may have had in relation to their complaint.
- Copies of documentation which supports the complaint.

To make a complaint the customer must provide full details by email to the following email address:

customerservice@curtins.com

5.0 Complaints Process Step 3 - External Review

If a customer is not satisfied with how their complaint has been handled, or with the resolution provided by Curtins, they have the right to escalate their complaint to an independent third party for adjudication.

6.0 Personal data

When documenting a complaint we will record:

- The customer's name and contact details.
- All details of the complaint including the facts and the cause of the complaint.
- Details of any actions taken to resolve the complaint, including dates and times.
- Details of any communications with the customer, including dates and times and copies of correspondence.

Customers who make a formal complaint can be assured that Curtins will record their personal information solely for the purposes of addressing that complaint. Their personal details will actively be protected from disclosure, unless they expressly consent to its disclosure.

When documenting a complaint, Curtins shall at all times fulfil our obligations in respect of the customer's personal data in line with the General Data Protection Regulation (GDPR).

When handling a customer's personal data, we will:

- Only request information that we need.
- Ensure that the customer knows why we need this information.
- Store personal information securely.
- Ensure only appropriate members of staff have access to it.
- Inform the customer if the information will be shared with a third party.
- Only keep the customers' personal information for as long as we need to.

7.0 Complaints pertaining to staff members

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If we receive a complaint pertaining to a member of our staff, we will treat this complaint confidentially, impartially and equally (giving equal treatment to all people).

We will investigate the complaint thoroughly by finding out the relevant facts, speaking with the relevant people and verifying explanations where possible.

We will ensure the objective treatment of our staff member by:

- Informing them about any complaint about their performance.
- Providing them with an opportunity to explain the circumstances.
- Providing them with appropriate support.
- Updating them on the complaint investigation and the result.

8.0 Complaints under investigation by a Regulator or Law Enforcement Agency

If a customer complaint is subject to current investigation by a relevant regulator or law enforcement agency, we may cease to take further action in relation to this complaint, pending finalisation of their investigation.

Curtins will endeavour to assist any regulator or law enforcement agency with their investigations.

9.0 Statutory rights under consumer law

Customers reserve the right to refer their complaint to a relevant regulatory body, law enforcement agency or consumer protection agency at any time.