

COMPLAINTS PROCEDURE

1. Scope and Objective

The Hertfordshire Chamber of Commerce prides itself on providing a first-class service to members and non-members alike. To ensure any customer/staff suggestions complaints or internal problems are identified and dealt with quickly and efficiently and procedures are established to prevent recurrence.

2. Responsibilities

2.1 All staff to be made aware of the procedures for dealing with suggestions and complaints from customers and the reporting of internal problems.

2.2 The Chief Executive shall oversee the suggestions, complaints and problem reporting process and verify that any actions required are implemented and effective.

3. Procedure

3.1 Customer /staff suggestions and complaints

a) If a suggestion or complaint is received from a member or non member, either verbally or in writing and a swift and appropriate resolution cannot be achieved detailed must be forwarded to the Chief Executive Officer.

b) The Chief Executive Officer shall acknowledge in writing to the customer that the complaint has been received and is being dealt with. Should the Chief Executive Officer need more information she/he will contact the customer directly.

3.2 Internal Problems

a) If an internal problem is identified, particularly if it could affect product or service quality, or if a supplier problem is encountered, the problem is highlighted for the attention of the Chief Executive Officer who will decide the appropriate course of action.

4. If a customer complaint had identified a problem that cannot be rectified by the Chief Executive Officer alone, she/he will involve the relevant personnel in agreeing appropriate action.

5. Customer complaints are reviewed at staff meetings where appropriate and any long-term preventative action is discussed, agreed and documented in the meeting minutes.

6. In the case of a customer complaint, the customer shall be notified in writing of the action taken.

7. Customer /staff suggestions and complaints are reviewed at the Directors review meetings.

8. On receipt of a complaint we will send an acknowledgment within **1 working day**. We undertake to resolve any problems within **3 working days**.