Compliments, Comments, Complaints & Appeals Policy

Purpose

As an organisation we are committed to providing a client focused, consistent, credible and continuously improving portfolio of services and as such are commitment to listening and responding to our clients, associates and partners.

Definitions

What is a “compliment”? – A compliment is when a customer gives us feedback about how we have delivered positive service and or exceeded expectations.

What is a “comment”? – When a client, an associate or partner provides a suggestion, or offers an idea on how we can improve our delivery of a service.

What is a “complaint”? – A complaint is an expression of dissatisfaction about the service or person made in writing that requires further investigation.

Comments and Compliments

We want to continually improve the service we provide and are committed to giving all of those we deal with the opportunity to express satisfaction, or dissatisfaction, with our service, policies, processes and procedures, and to improving those policies, systems and procedures where appropriate in order to improve our service.

Equally, we need to know when we do things well so that we can disseminate best practice across the organisation. You can make a compliment, and or comment either by phone, letter, and email to emqc Ltd or by completing one of our feedback forms. We will acknowledge receipt within three working days. Any verbal or written compliments and comments will be recorded by the appropriate Quality Manager on the Compliments and Comments Register.

Complaints

If however you have a complaint, this is to be formalised in writing either by email or a letter. If we cannot resolve your complaint immediately, we will acknowledge receipt of your complaint within three working days and will aim to provide a full response within 10 working days. If we cannot do so we will keep you informed of progress towards providing a full reply. A Complaint must be registered within 14 days of the completion of services/ assessments provided by emqc Ltd unless there is an extenuating circumstance.

Appeals

If you wish to make an appeal against an assessor decision, you will do so in writing either by email or a letter to emqc Ltd within 14 days of notification of the outcome of the Assessment. The appeal must state clearly the grounds upon which you are appealing against the outcome of the Assessment.

Please note: There is no appeals procedure for The matrix Standard.

Improving our service to you

We will record all compliments, comments, and complaints and analyse monthly all feedback received and review how our policies, procedures and process can be improved.
If you require, we will make available details of this Policy in your preferred format.

The Compliments, Comments, Complaints & Appeals Policy also provides a Complaints and Appeals Process as detailed below.

**Contact Details:** emqc Ltd, 15, St Christopher Way, Pride Park, Derby, DE24 8JY  
**Telephone:** 0845 304 8600, **Email:** info@emqc.co.uk
Complaints and Appeals Procedure

Complaint or appeal received and logged within 14 working days of assessment decision

If complaint is from 3rd party, we will request that the complaint is directly from the complainant

Written complaint/appeal received and logged by the Quality Manager

Quality Manager acknowledges complaint/appeal in writing within 3 working days and informs client of process

First stage investigated by Quality Manager

No issues to address

Issue to address

Review with Associate if applicable

Corrective action taken

Review Associate and any policies/procedures accordingly

Corrective action taken

Quality Manager records outcome on server log and client informed within 10 working days for complaints and 14 working days for appeals

Client satisfied

Client not satisfied

Client still not satisfied at final stage

Record close date on server log (if no response received from client within 1 month record close out date)

Second stage investigated by Operations Manager

Final stage investigated by Head of Operations with support from Managing Director/Independent Committee/External Bodies
Compliments and Comments Procedure

1. Compliment and or Comment received and logged by the Quality Manager on emqc Ltd central log
2. Quality Manager acknowledges Compliment and or Comment within 3 working days
3. Quality Manager passes Compliment and or Comment to relevant assessor, associate or staff member
4. Record Compliment and or Comment on associate/staff member personal file
5. Review where necessary any changes as a result of the Compliment and or Comment
6. Advise and thank client and where appropriate any improvements as a result of their feedback

Compliments and Comments Procedure