

CUSTOMER COMPLIMENTS & COMPLAINTS POLICY

Policy Statement: At McSence Group, a key part of our business is our commitment to providing the highest standard of customer care in all the services we provide. We welcome all comments or suggestions on how well we have performed, how we might improve our service and where we have failed to meet our customers' expectations.

All Employees: This policy applies to all persons working for or on our behalf of the McSence Group of Companies which includes the subsidiary companies - *McSence Communication Ltd, McSence Ltd, McSence Services Ltd & McSence Workspace Ltd* in any capacity including but not limited to:

- ✦ All employees at all levels, prospective employees, agency workers, seconded workers, temporary workers, contractors/sub-contractors, clients, agents, external consultants, volunteers, members of the public, group's supply chain, third-party representatives and/or business partners who will be referred to in our Group policies as "all employees".

The Workplace: This policy applies to all persons working for or on our behalf of the McSence Group of Companies in any capacity at the workplace(s) as defined below which includes but not limited to:

- ✦ McSence Premises, Offices, Units, Business Park, Client's Premises, External Meeting Places, Customers' Homes, Gardens, Sheltered Housing, Whilst On-Call, On-Duty, Emergency Cover, Working from Home including On-Line Meetings, Whilst Driving in Company Time, Working Public Areas (café's, trains, coffee shops, buses etc) and will be referred to throughout this policy as "the workplace".

Purpose: The purpose of this policy is to set out the standard of customer care and how it is maintained by letting our customers know:

- ✦ That we care about our work, our services and what our customer's think of what we do.
- ✦ Outline what customers can expect from us.
- ✦ What customers can do if they have a compliment, feedback, are not satisfied or have a complaint?

Our Customer Standard(s): Our standards are defined by our customers where we aim to deliver the best customer care and committed to:

- ✦ Regularly asking customers for their opinions on our service
- ✦ Using these opinions to shape the services we provide.
- ✦ Always be up front with customers about the services we currently can and can't provide.

Our Colleague Commitment(s): Our employees are essential in delivering our services and ensuring our customers are satisfied, where we will:

- ✦ Ensure our colleagues are sufficiently trained and competent to deliver our services.
- ✦ Ensure our colleagues always treat all customers with dignity, respect, courtesy and understanding.

How We Communicate: Our customer correspondence is essential in maintaining and improving customer satisfaction, where we will:

- ✦ Listen carefully to our customers.
- ✦ Be professional and accurate with the information we provide.
- ✦ Respond to all enquiries promptly and with courtesy.
- ✦ Ensure the customer understands all information provided by using plain English.
- ✦ Be pro-active in keeping customers informed of any changes or delays in good time.
- ✦ If appropriate, provide alternative sources for services where we cannot help.

How We Deliver Our Customers Standards: Accurate and timely customer documentation is essential, we will:

- ✦ Provide clearly worded written quotations with a measurable specification for works to be undertaken for works including terms and conditions which may apply.
- ✦ Ensure that customers are aware of our liability insurance and provide a copy with written quotation if required.

- ✦ Upon acceptance of the quote, schedule a date for works or a follow-up communication, establish what paperwork including Local authority consents if required and decide to acquire this.
- ✦ All works is undertaken to minimize the risk of damage and where damage to property does exist, this will be investigated and if proven to be negligible this will be made good to the satisfaction of the customer.
- ✦ Ensure the property is left clean and tidy and as we found it and to the customer's satisfaction.
- ✦ Provide a clear and uncomplicated written invoice following work where payment is not immediately received and a receipt for payment upon request.

Measuring Our Standards: At McSence Group, a key part of our business is our commitment to providing the highest standard of customer service. We welcome all comments or suggestions on how well we have performed, how we might improve our service and where we have failed to meet customers' expectations. We want to ensure that our customer care is optimal, and this will be measured by our customers, where we will:

- ✦ Seek regular feedback on customer satisfaction.
- ✦ Investigate all complaints thoroughly and in a timely fashion.
- ✦ Use feedback and results of complaint investigations to influence changes in customer care.

Data Collection: We will collect feedback from customers or their advocates/representatives, staff, sub/contractors, statutory authorities, voluntary bodies and regularly, client specific updates which must comply with our Data Protection and GDPR policies when shared with client's data according to individual Key Performance Indicator (KPI) and/or Service Level Agreements. We collect data from all possible sources including but not limited to:

- ✦ Telephone calls.
- ✦ Letters, cards or emails received.
- ✦ Anecdotal comments received by staff.
- ✦ Customer feedback questionnaires & surveys.
- ✦ Training Feedback.
- ✦ Customer forums

Compliments: We aim to provide the best possible service for all our customers and like to know when clients are pleased with the way we have done things or if we have exceeded their expectations. Any compliments received will be recorded by the member of staff receiving them and passed to the appropriate business unit manager for recording on the Customer Feedback Register. Any member of staff identified as being the subject or contributing to any matter giving rise to the compliment will be notified within three working days. Feedback on compliments will be shared with employees at monthly team meetings or other appropriate times. We like to include positive customer feedback within our company marketing material wherever possible but will not do so without formal consent from the client in question.

Continuous & Process Improvement(s): We also welcome suggestions for improving our services. Any compliments received will be recorded by the member of staff receiving them and passed to the appropriate business unit manager for recording on the action register and discussion at the quarterly business & marketing review meeting. We aim to acknowledge all correspondence suggesting improvements and advise what measures we have been able to adopt within three months of receipt.

Complaints: Unfortunately, errors or mistakes can happen, and things don't always go to plan. We may not always be aware there has been a problem so when this happens, we need to know so we can put it right, learn from the process and thereby prevent it from happening again. Records are held and maintained in our Complaints Register which is password protected where the data we will gather includes but not limited to:

- ✦ Nature of complaint.
- ✦ Complainant's details including full name, address, phone, email.
- ✦ Date of complaint received and how it was received i.e., letter, phone, email, fax.
- ✦ Action taken to resolve complaint, including dates, times and personnel involved.

When we receive a complaint, we will ensure that: Making a complaint is as easy as possible.

- ✦ Both informal and formal complaints are acknowledged.
- ✦ Complaints are dealt with promptly, politely, systematically and confidentially.
- ✦ Investigations are taken seriously and carried out objectively without prejudice.
- ✦ Complainants are kept informed throughout the process.
- ✦ Responses are within a stated period and updates provided when the timescales cannot be met.
- ✦ Action is taken where appropriate to resolve the complaint.

- ✦ An escalation process is available for complainant's who are unhappy with the outcome.

Complaints Process:

Stage 1: Informal Complaints: We recognise that many concerns will be raised informally and dealt with quickly. Informal complaints can be made by speaking directly to the Business Unit Manager of the Department concerned. We will give you our decision within 5 working days and if concerns cannot be satisfactorily resolved informally, then our formal Stage 2 Customer Complaint Procedure should be followed. We encourage customers, clients and colleagues to follow this policy and other policies including our whistleblowing policy as this will assist in:

- ✦ Resolving informal concerns quickly and often at the point of contact.
- ✦ Keeping matters low-key by discussing and understanding desired outcome at outset.
- ✦ Enable mediation between all involved parties.

Stage 2: Formal Unresolved or Complex Complaints: Unresolved complaints at stage 1, or more complex complaints which require detailed investigation, these are called stage 2 where it is our aim to:

- ✦ Acknowledge receipt of your formal complaint within 3 working days.
- ✦ Discuss complaint directly to understand the reasons for dissatisfaction and desired outcome.
- ✦ Enable mediation between the complainant and the department involved.
- ✦ Look to resolve satisfactorily within 21 working days.
- ✦ Communicate if our investigation is going to be extended with a revised date.
- ✦ Provide details of how the appeals and escalation process including full contact information for external bodies.

Appeals & Escalation: We endeavour to reach an outcome with which you are satisfied. If you are not satisfied with the response you receive our formal Customer Complaints Procedure provides for a right of appeal in the form of an escalation procedure. In the unlikely event we are unable to resolve a complaint internally, our formal procedure provides details of external bodies whom complaints regarding the organisation can be made to.

Complaints External Escalation & Contact Information: Due to the diversity of the businesses within the McSence Group, there are various organisations for external escalation of complaints if the McSence Group are unable to resolve a complaint. Contact details are shown below:

Care	Property	Training
Care Inspectorate Head Office Compass House, 11 Riverside Drive, Dundee, DD1 4NY T: 0345 600 9527 E: enquiries@careinspectorate.gov.scot	Health & Safety Executive HO Redgrave Court Merton Road, Bootle, Merseyside L20 7HS T: 0300 003 1747	SQA 24 Wester Shawfair, Dalkeith, Midlothian, EH22 1FD T : 0345 279 1000 F : 0345 213 5000 E-mail : customer@sqa.org.uk
SSSC Compass House, 11 Riverside Drive, Dundee, DD1 4NY T: 0345 60 30 891	CHAS Friis STUDIO, YBN Delta Bank Rd, GATESHEAD, NE11 9DJ T: 0800 0119881 E: hello@beaccredited.com	CITB Address: Unit 2, Venture House, 674 Melton Road, Thurmaston, Leicester LE4 8BB T: 0344 994 4010
Midlothian Council – Adult Services 40 - 46 Buccleuch Street Dalkeith, EH22 1DN T: 0131 271 3900	Constructionline Centrum House, 108-114, Dundas St, Edinburgh EH3 5DQ T: 0131 550 7002	CSCS North Bridge, Edinburgh EH1 1SB T: 0844 682 0844
East Lothian Council – Adult Services John Muir House, Brewery Park, Haddington, East Lothian EH41 3HA T: 01620 827827	SEPA 231 Corstorphine Road, Edinburgh EH12 7AT Phone: 0131 449 7296	Skills Development Scotland (SDS) Adam Ferguson House, Eskmills Park, Station Road, Musselburgh. T: 0131 665 3120
Scottish Borders Council HQ - Adult Services Newtown St. Boswells, Melrose, TD6 0SA T: 0183 582 4000	Safe Contractor Axys House, Heol Crochendy, Parc Nantgarw, Cardiff CF15 7QX T: 029 2026 6242	

Data Protection Act 1998 (the Act) & General Data Protection Regulation (GDPR) Breach Policy Summary:

McSence Group's personal information however it is acquired, held, processed, released or destroyed – must be dealt with lawfully and properly where the McSence Group will work within the terms of the Data Protection Act 1998 (the Act) which also incorporates the changes on 25th May 2018 with the General Data Protection Regulation (GDPR) in all its dealings with personal data. GDPR introduced a duty on all organisations to report certain types of personal data breach to the relevant supervisory authority. You must do this within 72 hours of becoming aware of the breach, where feasible. If the breach is likely to result in a high risk of adversely affecting individuals' rights and freedoms, you must also inform those individuals without undue delay. You should ensure you have robust breach detection, investigation and internal reporting procedures in place. This will facilitate decision-making about whether or not you need to notify the relevant supervisory authority and the affected individuals. You must also keep a record of any personal data breaches, regardless of whether you are required to notify. For any alleged data protection breaches should be referred to the following quoting Ref ZA033228:

Information Commissioner's Office (ICO) - Ref ZA033228
Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF
T: 0303 123 1113

Confidentiality & Equality: All complaints will be treated in confidence. Only the manager concerned, or their delegate will be aware of the nature of the complaint and the investigation and response given. Anonymous complaints will be dealt with; however, it is better to provide contact details so that the complainant can be informed of the outcome. McSence Group is happy to deal with a third party for example a representative named by the anonymous complainant so that they can convey the outcome to the complainant without divulging their identity. McSence Group aims to handle all complaints fairly and honestly regardless of who makes the complaint. We treat all people equitably and will not show bias to any individual or group. Where appropriate, information will be made available in another format including large print or different language if practical to both parties.

Company Intranet – Staff Zone: All the McSence Groups policies, procedures, handbooks are available on-line to all employees on the McSence Group's Staff Zone Intranet via our website [Login | McSence](#)

Compliance: Failure to comply with the provisions of this Policy may result in Disciplinary proceedings.



McSence Group Signatory:

David Maxwell | Chief Executive

McSence Group - McSence Communication Ltd, McSence Ltd, McSence Services Ltd & McSence Workspace Ltd

T: 0131 454 1500 | E: mail@mcsence.co.uk | W: www.mcsence.co.uk | FB: www.facebook.com/McSenceGroup

Policy Amendments & Revisions: This policy will be reviewed annually and, if necessary, revised in the light of legislative or organisational changes. Improvements will be made by learning from experience and the use of an established annual review. Should any amendments, revisions, or updates be made to this policy it is the responsibility of the Company Senior Management Team (SMT) to see that all relevant employees receive notice and training if necessary.