

Complaints Procedure

PHX003

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Document Control

Purpose

The purpose of this process is to control, investigate, resolve and feed back to any customer complaints

Scope

The process applies to all customers who have cause to complain, the personnel recording the complaint and the departments affected by the complaint.

Responsibility

It is the main responsibility of the Quality Management Committee (QMC) to investigate, escalate and respond to all complaints. Any member of staff may log a complaint coming into the company and is responsible for recording all details required to process the complaint before passing on to the QMC. A customer is also able to raise a complaint directly into the business using the Contact Us on our website www.phoenixs.co.uk

Procedure

If a complaint is received through a member of staff the following process is to be adhered to: The details taken include:

- contact name
- contact information which must include a minimum of one the following; telephone number, email address or postal address
- nature of complaint
- date received
- degree of urgency

This information is submitted using the Feedback option available on SharePoint Online and is automatically submitted to the QMC via email. Each log is given a complaint reference number, which is used in all communication both internally and externally.

Should a complaint be raised via the website Contact Us form, this is sent to the alias hello@phoenixs.co.uk. The alias is accessed by a group of personnel who have an SLA to action each email within 2 working hours. The complaint is directed to the QMC by the same methods as above.

The QMC will review the complaint and will contact the customer for more details if needed within 2 working hours on receipt of the email.

Within the response to a customer, clear guidance is provided on the escalation path should they wish to use this. The path will show their aligned Account Manager, Sales Manager, Sales Director, Managing Director and HR contact names, email addresses and telephone numbers. The QMC evaluates the full picture, establishing any trends and corrective/preventive actions that need to be put into place.

Corrective or preventive actions that impact on the Quality System are reflected in changes to the processes are communicated to the relevant personnel.

Once a conclusion and root cause has been established and any actions put in place the QMC responds to the complaint in the appropriate method. The complaint documentation is updated with the agreed resolution and root cause and the complaint is then closed off. A review of the effectiveness of any change that may have been implemented due to the complaint is reviewed in a timely manner. This is documented in the Corrective/ Preventative Action Process policy – PHX004.

Records of complaints are kept in the Non-Conformance log by the QMC. These records are kept for three years.

The Non-Conformance log is reviewed quarterly by the QMC and presented in the annual Management review meeting to illustrate any trends and needs for improvement to the management team.

Version Control

<u>Author</u>	<u>Version</u>	<u>Date</u>	<u>Description</u>
QMC	1.0	July 2015	Original Document
QMC	1.0	July 2016	Annual review – no changes
QMC	1.0	July 2017	Annual review – no changes
QMC	1.0	July 2018	Annual review – no changes
QMC	1.0	July 2019	Annual review – no changes
QMC	1.0	July 2020	Annual review – no changes
QMC	1.0	April 2021	Annual review – no changes
QMC	1.0	November 2021	Annual review – no changes
QMC	2.0	May 2022	Direct customer complain process
QMC	2.1	24/11/2022	Annual review – no changes

Document Approval

<u>Name</u>	<u>Version</u>	<u>Date</u>	<u>Position</u>
Sam Mudd	1.0	July 2015	Managing Director
Clare Metcalfe	2.0	November 2021	Operations Director
Clare Metcalfe	2.1	May 2022	Operations Director
Clare Metcalfe	2.1	24/11/2022	Operations Director

Signed: *Clare Metcalfe* Clare Metcalfe, Operations Director

Dated: 24th November 2022