



Merryhill Envirotec Ltd
Customer Care Policy

Objectives

Merryhill Envirotec is committed to providing excellent services for its clients and stakeholders. This means that when we do not meet our client's expectations we are always keen to see if there is scope to improve our approach. In this sense we regard complaints as an opportunity for continuous improvement. We aim to provide an accessible, fair and effective customer feedback procedure that encourages clients to give feedback. We will take complaints seriously as an important part of our commitment to customer care.

Purpose of Policy

The purpose of this policy is to ensure that:

- ◆ any client who wishes to give feedback or complain about any service has an accessible, confidential and easy to use method for giving that feedback, which offers rapid response and appropriate action.
- ◆ the customer can be confident that their feedback will be dealt with effectively and fairly, even if the outcome is not to their satisfaction
- ◆ we use complaints and feedback positively, so that by listening to our customers and taking subsequent action we learn from our experience, we continue to maintain and improve service provision and quality.

Definitions

Complaints and feedback may be received by letter, fax, email, telephone/text phone, or through a personal visit. A complaint is defined as 'when a customer expresses dissatisfaction about our work and wants corrective action to be taken'. This includes such matters as:

- ◆ failure to act within agreed policies and procedures
- ◆ delays in undertaking work which cannot be explained within the terms of policy and procedure
- ◆ bias or inequality of treatment
- ◆ rudeness
- ◆ failure to keep appointments

We will do all we can to ensure customers are satisfied with our services. However there may be situations where concerns are beyond our control. In these situations Merryhill Envirotec will respond as far as we are able. Examples may include:

- ◆ the general law (unless wrongly applied)
- ◆ persons or bodies over which we have no control
- ◆ our overall policies
- ◆ matters which are, or could reasonably be expected to be the subject of court or tribunal proceedings, or which are in the hands of our insurers

Principles

We aim to provide high quality services to our clients and other stakeholders at all times. However, we recognise that in any organisation, service provision may not always be satisfactory, and to address this problem, a complaint and feedback policy and procedure is necessary.

All employees will be made aware of the contents of this policy and will receive adequate training to help them develop their skills in dealing effectively with customers and receiving their feedback.

Merryhill Envirotec aims to resolve complaints quickly, effectively and, where possible, to the customer's satisfaction. Where a complaint cannot be resolved quickly or where more time is required to achieve a remedy, it is the responsibility of the employee dealing with the complaint to ensure that the customer is informed as to the reasons for the delay or other problem and the new timescale.

All complaints will be recorded in the client feedback register (for monitoring purposes). Where a verbal or telephone complaint is received, a non-conformance form will be completed by the receiving manager. We will also record details of the actions taken, the correspondence and whether the complaint is upheld. When dealing with a complaint, employees will follow our complaints procedure.

Complaint Stages

A complaint can be made to any employee of Merryhill Envirotec. The person receiving the complaint will be responsible for ensuring that the complaint is dealt with according to this policy and the related procedures. If it is inappropriate for the receiving officer to deal with the complaint (perhaps in cases where the complaint is about a colleague or a more senior member of staff) the complaint will be referred to a more senior member of staff.

If the receiving officer cannot resolve the complaint to the satisfaction of the customer, it will be forwarded to the [appropriate officer responsible for dealing with complaints]. The designated officer will then be responsible for investigating the complaint thoroughly and liaising with the customer. We aim to respond within 20 working days.

If the customer is not satisfied with the response they receive from the designated officer, they have the right to take their complaint to the appeal to the Managing Director.

In all cases, customers will be informed of their right to appeal. The Managing Director will reply within a further 20 working days.

Learning from Feedback

Merryhill Envirotec will ensure that trends/patterns in customer feedback are identified and any lessons learnt from customer feedback are acted upon and reported to in order to identify appropriate changes in practice and service improvements.

Our client feedback matrix will continue to be scored and collated in order to facilitate useful feedback.

Equality & Diversity

We will ensure that this policy is applied fairly and consistently to all our customers. We will not directly or indirectly discriminate against any person or group of people because of their race, religion, gender, marital status, sexual orientation, disability or any other grounds set out in our Equality and Diversity policy.

Monitoring, Consultation & Review

The Board of Directors will receive regular reports on the performance against agreed targets and indicators. The Managing Director and Senior Management Team will ensure that the complaints procedure is implemented, maintained and reviewed on a regular basis. Steps will be taken to ensure that the views and experiences of customers and employees concerning the way in which complaints are handled are taken into account as part of the review process. Failure by employees to observe the standards set out in this policy will be taken seriously and investigated by the Board of Directors.



David Mulcahy
Managing Director
Merryhill Envirotec Ltd
June 2006