

IMPROVEMENT, SUGGESTIONS AND COMPLAINTS PROCEDURE

EATL Group is committed to providing the best possible service to all customers. It is recognised that on occasions customers may feel that they have cause for complaint or comment about the service level; this procedure provides a vehicle for dealing with such representations. This procedure should be used for all cases where a customer has expressed, by any means, a perception that the goods and services we have supplied were unsatisfactory in any way. The procedure may also be used to record and progress any suggested improvements or learning points that may be raised internally or externally.

As a company, we actively encourage feedback from customers via the Customer Satisfaction Survey and via our website in order that we can improve our services in future.

The purpose of this policy is to:

- Take corrective action quickly and satisfactorily for the customer
- Keep the customer informed of progress and outcomes
- Learn from the process and improve future performance

Any member of staff may receive a representation and should therefore instigate this procedure. If in doubt, the member of staff should refer the matter to their Line Manager.

1. On receipt of a representation, an email must be forwarded to Jackie Clarke (QMS Manager), giving a brief outline of the representation. The initial detail must then be logged by the person who received the representation up to and including Part A. The log can be found within the Document Centre on SharePoint, Document Centre, Quality Management System, Public Access IMS Documents, 10 Improvements, Suggestions & Complaints Log, 06 Improvements, Suggestions & Complaints Log.
2. The Quality Manager will notify the relevant Director via email (notification will also be issued to the CEO and relevant Product Manager for information only) who unless otherwise agreed (and depending on the nature of the representation) will initiate contact with the customer on the day of receiving the representation and agree a timescale to resolve the issue. The customer will also be contacted upon satisfactory closure, details to be confirmed within section F of the log.

An investigating member of staff will be nominated by the Director who is responsible for the completion of **Parts B through to E, including determining and highlighting the level of risk to the business. The level of risk can be determined as follows:**

- Very High Risk - Customer or internally raised issues with impact greater than £100k. High risk of reputational damage with critical customer(s) or negative media coverage.
- High Risk - Customer raised issues that have an impact less than £100k. Risk of reputational damage is high but limited to a single customer.
- Medium Risk - Customer or internally raised issues that have an impact less than £50k. Risk of reputational damage is limited to a single non-critical customer.
- Low Risk - Internal or customer raised issues, learning points or areas where we felt we could do better. Only minor or very indirect risk of reputational damage.

- All representations must receive Director approval, prior to sign off as detailed within the log.** Once the representation has been fully completed and corrective actions have been verified by the Director (obtain evidence to this effect and detail in section F) they will assign the most appropriate member of staff who will then contact the customer to ensure they are satisfied with the outcome to secure closure.
3. The Director will be requested by the investigating member of staff, to give final approval by adding their name, date and select the sign off status as closed within the log.
 4. Any corrective action concerning existing working procedures to be recorded in **Part E** of the Representation Log.
 5. The Director will disseminate to relevant persons any record of corrective action and changes to working procedure if appropriate.
 6. Review of all representations received to take place at the QMS Management Review.

Owner	Jackie Clarke
Approver	Ceri Parry
Classification	Public
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