

Estates and Facilities Complaints Procedure

This document sets out the official complaints handling procedure for Estates and Facilities.

It underpins our commitment to excellent customer service and our core values of Excellence in Delivery and Building Trusted Relationships.

We commit to the delivery of a consistent, accountable and transparent response to complaints across Estates and Facilities. Each complaint will receive a response.

Estates and Facilities also commits to dealing with any complaint we receive in a courteous and professional manner, and we anticipate that our customers will also afford us the courtesy and respect that they expect from us.

Definition

A complaint for the purposes of this procedure is an expression of dissatisfaction by one or more customers about the standard of service provided by or on behalf of Estates and Facilities.

Process Summary

The following are the steps that will be followed for all confirmed customer complaints received by Estates and Facilities personnel.



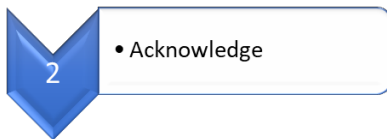
Detailed information relating to each of these steps is set out below.



We will ensure that all complaints are captured centrally by Estates and Facilities, and recorded in Planon IWMS for assignment, investigation and action as set out in this procedure.


- Any interaction that could be interpreted as a complaint (see definition above) must be formally logged and actioned by Estates and Facilities Service Desk Personnel.
- Any member of E&F staff in receipt of a complaint should immediately forward all known details to the service desk so that the complaints process may be initiated.
- If the nature of a complaint requires full confidentiality, it will be managed off-system, and a full record kept of communications and documented investigations undertaken will be kept by the manager tasked with investigating the complaint.
- Customers should firstly be asked to verify that they wish to make a formal complaint and sent the link to the departmental complaints procedure on the E&F website.
- Complaints should be accepted in a number of different ways, including in person, over the phone and in writing. If the complainant wishes to formalise a complaint without completing the complaints form, a member of the Service Desk team will obtain and record all information on their behalf.
- Once received, a complaint will be reviewed by the Customer Services Manager and classified in one of two ways, as follows:
 - **Priority One**, where there is a risk to business continuity or the complaint constitutes an emergency situation. Priority One may also be applied where the complainant is a senior officer of the University, or where the complainant may be in a position to cause immediate reputational damage to the department or the University.
Priority One complaints should be responded to within no more than **3 working days**. All Priority One complaints should be notified by the Service Desk to the relevant Senior Manager immediately upon receipt.
 - **Priority Two**, where the impact to the business is less urgent. It would be anticipated that the majority of complaints would be of a Priority Two nature. Priority Two complaints should be responded to within no more than **10 working days**, allowing sufficient time for information to be assessed and an investigation carried out.

- Any delays in meeting the stated timeframe should be advised to the complainant and a revised timescale provided, with an explanation for the delay. Further updates should be provided **every 10 working days thereafter**.
- Following prioritisation, the Customer Services Manager pass the complaint information to a member of the Customer Services Team for logging in Planon and assignment of the complaint to the relevant E&F manager within Planon.
- If an anonymous complaint is received, it may be recorded where there is sufficient information provided to allow an investigation to take place. If insufficient information is provided no further action will be taken but the complaint will be logged for record purposes.



We will ensure that all complaints are formally acknowledged within a 24-hour timeframe by a member of the Service Desk Team. The complainant will notified that their issue has been logged, a system reference number will be provided, and information provided around the a named manager that the complaint has been referred to for investigation. The resolution timeline relating to the assigned priority level of the complaint will also be advised.


- Complaints may be received via different communications methods. Anyone seeking to make a complaint should be asked to confirm their preferred method of communication.
- In the case of a complaint submitted via the website form option, the Service Desk member will review the information and input it into Planon. If further information is required, the Service Desk member will contact the complainant by email to seek same.
- In the case of a verbal complaint, the Service Desk member will inform the complainant of the departmental complaints procedure and will obtain the relevant information and input it into Planon on behalf of the individual, if they so wish.
- In the case of a written complaint, the Service Desk team member will review the information and input it into Planon. If further information is required, the Service Desk member will contact the complainant using the same communication method to seek same.
- A complaint will not be logged until all of the required information has been provided.



• Investigate

Every complaint will be different, and appropriate and proportionate investigations will be undertaken for each one. All complaints will be thoroughly and objectively assessed.


- The complaint will be assigned to the relevant manager within Planon by a member of the service desk team.
- The investigation will be carried out by that manager who will be the point of contact with the complainant.
- The assigned priority of the complaint will identify the timeline for completion of the investigation.
- The manager will identify any additional information required and will be responsible for gathering same.
- Any staff member who is the subject of the complaint should not investigate the complaint.
- The manager will maintain complete and accurate file(s) documenting actions taken and recording contacts (verbal and written) made, in chronological order.
- Said file(s) will be attached to the complaint record in Planon.
- If a finding or response cannot be forthcoming within the identified timeframe, the complainant should be advised that is the case and an updated timeframe identified. Updates should be provided every 10 working days thereafter, as required.
- Reports will be generated from Planon on a monthly basis listing open complaints for review by SMT.



• Resolve

All issues raised in a received complaint will be considered and comprehensively addressed, and liaison with other areas in the department will be carried out as necessary. Final Resolution will be clearly set out.


- Where a service failure is identified, the manager should identify the actions that will be taken to fix the fault, and the timeframe in which those actions will be carried out.
- The manager will liaise with other managers or Senior Manager as appropriate to ensure resolution.
- The manager will ensure that any proposed resolution is in keeping with E&F and University policies.
- Any plan to resolve underlying issues should be set out clearly and recorded.
- Communications and documentation in relation to the above should be attached to the record in Planon by the manager.



• Respond

The customer will be provided with a full and transparent response to their complaint within the timeframe committed to, outlining the resolution achieved.


- The outcome of an investigation will be formally communicated to the complainant by the manager using the confirmed preferred method of communication. If verbal, it will be followed up by a confirmation in writing.
- Where appropriate, the manager will provide a sincere apology, an explanation and details of the plan to correct the issue.
- The manager will advise the complainant that they have 5 working days in which to respond.
- The Planon record will be updated to include the response to the customer and will be set to a status of Closed by the manager.



• Check

The Customer Service Desk will carry out a follow-up exercise to ensure that the customer is given an opportunity to provide feedback on their experience.

- The Customer Service Desk Manager will run a weekly report from Planon of complaints closed in the previous seven days.
- The Customer Service Desk Team will send an email to each customer inviting them to feedback on their complaint investigation and resolution experience via a link to ongoing complaint satisfaction survey.
- Any negative feedback in relation to a complaint will be communicated by a Customer Service Desk Team member to the relevant manager and their senior manager to consider any further actions or follow-ups.



• Learn

The E&F Senior Management Team will be made aware of the nature and level of complaints on a regular basis in order to consider any underlying issues and actions required.

- The Customer Service Manager will issue a standard monthly report of all complaints received and logged in Planon for SMT review and consideration.
- SMT will consider actions to minimise the opportunity of recurring issues, and communicate in a timely fashion with team members in E&F.