

ICL Pathway Ltd	Customer Services Complaint Procedure	Ref:	CS/PRO/116
		Version:	2.0
	Company in Confidence	Date:	31-Jan-2001

Document Title: Customer Service Complaint Procedure

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Abstract: The purpose of this document is to identify how ICL Pathway CS receive, manage and resolve Customer Complaints effectively.

Document Status: Approved

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0.0 Document Control

0.1 Document History

Version No.	Date	Reason for Issue	Associated CP/PinICL
0.1	15/01/01	First draft	
1.0	26/01/01	Approved	
2.0	31/01/01	Revised following management review and reissued for approval	

0.2 Approval Authorities

Name	Position	Signature	Date
Dave Law	Manager - Strategic Services Unit		

0.3 Associated Documents

Reference	Version	Date	Title	Source
PA/PRO/013	1.0	10/01/01	ICL Pathway Complaints/ Escalation Process	Pathway QM
CS/PRD/081	1.0	05/09/00	ICL Pathway Customer Service, End to End Customer Complaint Process	Pathway CS
CS/IFS/007	1.0	25/02/00	ICL Pathway / POCL Interface Agreement for the NBSC and HSH interface	Pathway CS
ICL/PW/DSP/PRO	1.2	16/06/00	HSH Customer Complaint Procedure	ISD HSH
			ISD Customer Complaint Procedure	ISD
CS/FSP/002	6.0	07/11/00	HSH Call enquiry Matrix	Pathway CS

Unless a specific version is referred to above, reference should be made to the current approved versions of the documents.

0.4 Abbreviations/Definitions

Abbreviation	Definition
BSM	Business Service Management
CS	Customer Services
HSH	ICL Horizon System Helpdesk
ISD	Infrastructure Services Division
NBSC	PON Network Business Support Centre
PON	Post Office Networks

ICL Pathway Ltd

Customer Services Complaint Procedure

Ref: CS/PRO/116

Version: 2.0

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QM	Quality Management
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0.5 Changes in this Version

Version	Changes
0.1	Introduction reworded
0.1	Minor text changes and changes to document presentation
0.1	Sect 3.3.1 added
2.0	Slight amendments in Sect 3.1

0.6 Changes Expected

Changes

ICL Pathway Ltd	Customer Services Complaint Procedure	Ref:	CS/PRO/116
		Version:	2.0
	Company in Confidence	Date:	31-Jan-2001

0.7 Table of Contents

1	INTRODUCTION	5
2	SCOPE	5
3	KEY PROCESSES	5
3.1	IDENTIFICATION OF A COMPLAINT	5
3.1.1	Complaints proper to ICL Pathway CS	6
3.1.2	CS - Logging of complaints	6
3.1.3	Initial investigation	6
3.1.4	Resolution	6
3.1.5	Closure	6
3.2	IMPROVEMENT OPPORTUNITIES.....	6
3.3	MONITORING OF ALL COMPLAINT CALLS	7
3.3.1	Measures	7
Appendix 1	Standard acknowledgement letter	8
Appendix 2	Example of closure letter	9

1 Introduction

Complaints may arise from a wide variety of sources and may relate to the working of any of the processes required to support Pathway operations. Effective and responsive complaint handling is critical to the success of the Company. When complaints are received in Customer Services, local processes and procedures are in place to facilitate initial complaint management and minimise the number of complaints, which require escalation.

2 Scope

The Complaints procedure is a backstop for situations outside the scope of other improvement procedures. It is not intended as a substitute for procedures such as the Helpdesk procedures, which are intended to address the bulk of customer and client situations. Wherever possible, complaints are input to these alternative procedures for resolution.

3 Key Processes

This section outlines the handling and escalation procedure, which should be carried out when a customer wishes to raise a complaint incident.

Complaints will be raised at the request of the customer and may come from a number of different sources:

- Post Office outlet direct to ICL Pathway Customer Services
- Post Office outlet via ICL Corporate
- Post Office outlet via Horizon System Helpdesk
- PON BSM
- PON Network Business Support Centre

This section details the following information:

- Initial identification of a complaint incident
- The process by which the incident is logged within the Customer Services complaint database
- Initial investigation and any escalation to a Senior Manager
- Subsequent actions/escalations and contacts to assist with obtaining resolution
- Closure agreement

3.1 Identification of a complaint

The Customer Service complaint manager will confirm from the information presented that the incident is a valid complaint using the following guidelines:

- The complaint is proper to ICL Pathway
- Incident raised through HSH, clearly documents all actions carried out by Horizon Helpdesk
- Incident raised through PON BSM, has been logged clearly with full details
- Incident logged by NBSC, clearly documents all actions carried out by NBSC

3.1.1 Complaints proper to ICL Pathway CS

- Those complaints which are not satisfied by the actions of the Horizon Helpdesk Team and Management
- Complaints demanding a response by senior ICL Pathway management

3.1.2 CS - Logging of complaints

- Is complaint proper to ICL Pathway?
 - a. Yes – follow procedure below
 - b. No – acknowledge letter and forward to appropriate owner.
- All complaints which are proper to ICL Pathway CS are logged within 24 hrs of receipt on the Customer Services Complaints Database (these will be logged directly onto Powerhelp, by Customer Services when user access and training has been completed).
- All complaints which are proper to ICL Pathway are acknowledged by letter (see Appendix 1) within 24 hours of receipt.
- Complaints proper to other ICL Pathway departments are referred within 24 hours with timescales for response.

3.1.3 Initial investigation

- Is the information provided sufficient to deal with the complaint?
 - a. Yes – respond by telephone / letter/ NBSC response form as appropriate to complaint, within seven days
 - b. No – obtain further information by letter/telephone.
 - c. For all complaints requiring further information/investigation, interim responses are provided weekly.

3.1.4 Resolution

- The complaint will be investigated to expose the root cause and provide an acceptable solution
- Is complaint resolved to customer's satisfaction?
 - a. Yes – Agree closure with customer and confirm actions in writing with customer. (See standard response letter at Appendix 2).
 - b. No – escalate to Team Manager for action

3.1.5 Closure

- Update details on Customer Services Complaint Database (Powerhelp when available).
- File all relevant paperwork in CS complaints file (these documents will be stored and retained for the period of the contract plus six years).

3.2 Improvement Opportunities

Ensure improvements are registered and actions are carried out for continuous Improvement:

- HSH improvements are registered with the HSH training team to assist with future call management

- PON service improvements are alerted to the NBSC suggestions Team for consideration.

3.3 Monitoring of all Complaint Calls

Strategic services will carry out a weekly monitor of new complaint calls to check for:

- Consistency of responses to customers complaints and referral of any inconsistencies through the management chain for action
- Completeness of responses to customers complaints and referral of any issues through the management chain for action
- Identify any emerging trends and ensure appropriate actions are taken to resolve issues and revisit any failing process
- Produce weekly statistics showing number of complaints received against specific categories (as defined by HSH call codes).

3.3.1 Measures

- Monitoring of complaints weekly, analysed appropriately for: source, type, root cause
- Positive trends showing complaint frequency is responding to continuous improvement activities
- Time elapsed between complaint receipt and agreed resolution

ICL Pathway Ltd

Customer Services Complaint Procedure

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Appendix 1 Standard acknowledgement letter

Postmaster>

<xxxxx Post Office>

<Address_line_1>

<Address_line_2>

<Address_line_3>

<Postcode>

<Date>

Our ref

<Our_ref>

Your ref

<Recipient's_ref>

Dear <PM>

<Customer Complaint>

< ICL Pathway acknowledges receipt of your letter. Your comments have been noted and the matter is being investigated. We will be contacting you again within the next seven days.

>

Yours sincerely

<xxxxxxx>

<ICL Pathway

Customer Services>

ICL Pathway Ltd

Customer Services Complaint Procedure

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Appendix 2 Example of closure letter

<Postmaster>
<xxxx Post Office>
<Address_line_1>
<Address_line_2>
<Address_line_3>
<Postcode>

<Date>

Our ref
<Our_ref>

Your ref
<Recipient's_ref>

Dear <PM>

<Customer Complaint>

< I am writing to confirm our telephone conversation of as agreed.

As discussed on xxxxxx, it is a standard requirement for the engineer to assess how damage may have occurred. The printer in particular is prone to damage if the correct procedure is not followed at all times. From our conversation you have confirmed that the engineer has advised on the correct method for removal of the old paper roll, you have confirmed that this is the procedure you are following.

Hopefully, there will not be a reoccurrence of the original problem. Thank you for taking the time and effort to write to ICL Pathway.
>

Yours sincerely

<Author>
<ICL Pathway
Customer Services>