



SUBJECT	Customer Complaints Policy
RESPONSIBILITY	Operations Director
DATE ISSUED	March 2015
LAST REVIEW	July 2018

Overview

CEME is an innovative urban regeneration project that supports the development of individuals and organisations, with a specific focus on the Engineering, Manufacturing and Technology sector. CEME is a not-for-profit organisation that operates for the benefit of the public and for the Thames gateway region. CEME considers effective and open management of complaints and all external communication to be of prime importance and is committed to the continual improvement of its service by effectively dealing with all complaints to the satisfaction of the person or organisation raising the complaint.

In order to do achieve this, CEME have developed a complaints management system that is supported by the CEME Chief Executive and all the members of the senior management team.

Policy Content

It is the policy of CEME to:

- Ensure that all complaints are responded to within Two days of receiving the complaint.
- Ensure that all complaints are recorded within the complaints handling system and the action taken is reviewed by the senior management on a regular basis.
- Ensure that all appropriate financial, operational and general business resources are allocated to the action to ensure effective resolution of the complaint and the implementation of action to prevent re occurrence
- Ensure that customers and other interested parties are consulted when developing resolutions.
- Ensure that the cause of all complaints are taken into account when developing new processes or services.
- Ensure that when taking action to address any complaint, any applicable legislation or other guidance documentation are taken in account.
- Ensure that all complaints are actioned in line with the SLA's (Low 7 days, Medium 5 days and High 3 days)
- Review and if necessary, revise this policy on an annual basis

The Chief Executive has overall responsibility for this policy but all persons who work within or come in contact with CEME during their normal activities have a responsibility to support and implement the objectives of this policy.

The Head of IT has responsibility for the implementation of this policy through line managers and supervisory staff.

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The co-operation and commitment of everyone is essential in order to establish, maintain and continually improve the services offered by CEME.



Bill Williams – Chief Executive.

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