

COMPLAINT PROCEDURE MANUAL

1. Receive customer's complaint (whether by phone or in person);
2. Notify the person concerned about the fact that a client has a complaint;
3. Request customer to put their complaint in writing and to attach relevant documentation;
4. Complaints are recorded in complaints register;
5. Key person checks complaint to make sure that the complaint is recorded in the register, this person also identifies the nature and scope of the complaint and decide which competent person should handle the complaint;
6. Acknowledge receipt of complaint in writing and indicate which staff will handle the complaint / investigation;
7. Contact PI Insurer Coverage and make sure that they also have knowledge and details of the complaint;
8. Explain to the client the procedure that will be followed in order to attempt to resolve the complaint;
9. Send complaint as soon as practicable to the staff appointed to attempt to resolve the complaint;
10. Draw the client's file;
11. Keep customers constantly informed of the case;
12. Keep key person responsible constantly informed about the progress (at least weekly);
13. Always keep notes on all steps taken with at least the following information: day, date, time and the person spoken to or contacted, also a brief summary of what was discussed.
14. Request documentation insurer (if necessary);
15. Compare documentation of client (attached to the complaint) with documentation already in his file;
16. Call the staff member, against whom the allegations are being made in, and ask him/her for an explanation (in writing);
17. Where necessary and / or possible, verify the information or allegations made;
18. Arrange consultation with the client and discuss (if necessary);
19. Key person must diarise the complaint to ensure proper follow-up;
20. Complaints must be solved within "reasonable time";
21. Communicate decision to the client;
22. If not in favour of client:
 - a. Give full reasons for decision in writing to the client;
 - b. Explain to the client his right to take the matter to the Ombudsman, if still not satisfied, and give him a copy of the Ombudsman's name, address and other contact details, or its right to take further civil action.
23. When ruled in favour of the customer, an appropriate level of compensation must be offered to the customer without delay, and payment must then take place within reasonable time.
24. Sign outcome and date when the complaint was finalized in the complaint register.