

Customer Formal Complaints Process

Advanced 365 Limited

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Table of Contents

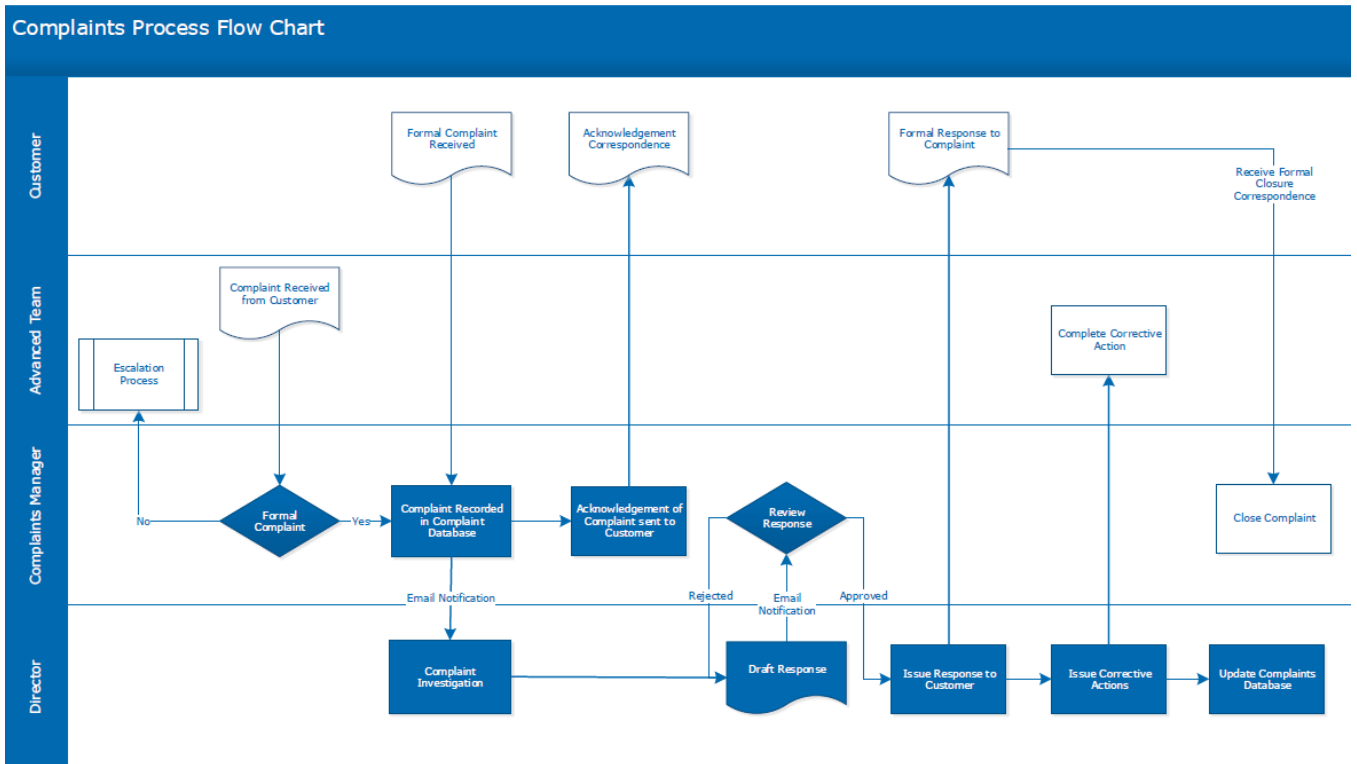
1	Purpose.....	i
2	Process Overview	ii
3	Detailed Steps	iii
3.1	Receipt of Complaint	iii
3.2	Logging a Complaint	iii
3.3	Processing a Complaint	iii
3.4	Responding to a Complaint	iii
3.5	Closure of the Complaint	iv
	Appendix.....	v
A.1	Complaints Process – Complaint Allocation Matrix	v

1 Purpose

The purpose of the document is to provide guidance and explanation of the Advanced 365 Complaints Process as Advanced 365 recognises that on occasion it may fail to meet Customers' expectations. We are committed to providing excellent service and therefore all complaints & dissatisfaction will be documented within SharePoint for full investigation using this process. With regards to complaints, Advanced 365 aims to:

- > Ensure that complaints are processed in a consistent manner;
- > Ensure complaints are processed in a timely manner;
- > Ensure that complaints and corrective actions are communicated to both customers and employees as well as creating an accurate record

2 Process Overview



3 Detailed Steps

3.1 Receipt of Complaint

Complaints can be received via two routes:

- > Customer sends formal complaint in writing via email or letter
- > Customer expresses dissatisfaction during your interaction with them and upon asking “would you like me to raise a formal complaint for this” they answer yes

3.2 Logging a Complaint

Once you have confirmed you are in receipt of a complaint, it should be sent to the email address: complaints@advanced365.com either by scanning the letter, forwarding the email, or, if you have received the complaint verbally, completing the template located via the following link: [Complaints Template](#)

3.3 Processing a Complaint

All complaints received by the complaints@advanced365.com mailbox will be processed by Advanced 365 Service Desk Management. This involves:

- > Entering the complaint into the complaints database, accessible via the following link: [Complaints Database](#)
- > Once entered, they will be assigned to an Advanced 365 Senior Manager responsible for the team in which the complaint has been raised for investigation
- > The Advanced 365 Senior Manager may wish to delegate this to a specific team leader. At this stage the complaint will be placed into a “In Progress” status

3.4 Responding to a Complaint

Upon completion of investigation, Advanced 365 Senior Management will compose a formal response to the complaint. Following peer review by the Advanced 365 QMS team, the Advanced 365 Service Team Leader will ensure this is issued to the customer via the complaints@advanced365.com email and that notification of corrective actions are issued to the applicable teams.

3.5 Closure of the Complaint

Following the issue of the complaint response, the customer will be asked to confirm if they are happy to place the complaint into a close state. If yes, this will be closed within the complaints database and if no, an iterative discussion on the complaint will proceed with the appropriate senior manager until closure.

Appendix

A.1 Complaints Process – Complaint Allocation Matrix

Complaint Area	Accountable	Responsible
Account Management	Eric Vogel	Account Manager
Service Delivery Management	Adrian Ginzler	SDM
Professional Services – Consultants	Martin Discerns	Zoe Hale
Professional Services – Project Managers	Martin Discerns	Project Manager
Service Desk – Dedicated	David Bosworth	Lewis Houghton
Service Desk – Shared	David Bosworth	Jo Binns
Service Desk – Access Control	David Bosworth	Mike Newborn
DSA Team – Dedicated	David Bosworth	Matt Rowe
DSA Team – Cover and Floating	David Bosworth	Gary Emery
Wintel - DSE	David Bosworth	Nico Yiannakakis
Wintel – Tech Lead and TAMs	David Bosworth	Jeremy Mears
DBA Team	Graham Thomas	Tom Peacock
Unix Team	Graham Thomas	Tom Peacock
Networks Team	Graham Thomas	Mark Starling

Enterprise Team – Storage	Graham Thomas	Boyd Kho
Enterprise Team – Backup	Graham Thomas	Enterprise Backup Team Lead
Enterprise Team – Monitoring	Graham Thomas	Enterprise Backup Monitoring Team Lead
TSG Team	David Bosworth	Gary Emery
Procurement	Mark Warr	Katen Patel