



MJM
VIRTUAL SOLUTIONS

Complaints Policy Statement

We at MJM Virtual Solutions believe that if a client wishes to make a complaint or register a concern they should find it easy to do so. MJM Virtual Solutions' policy is to welcome complaints and look upon them as an opportunity to implement lessons to be learned so that we are able to provide a better service. This policy is intended to ensure that complaints are dealt with properly and that all complaints or comments by customers are taken seriously.

The policy is not designed to apportion blame, to consider the possibility of negligence or to provide compensation. We believe that failure to listen to or acknowledge complaints will lead to an aggravation of problems, customer dissatisfaction and possible litigation. MJM Virtual Solutions supports the concept that most complaints, if dealt with early, openly and honestly, can be sorted out at between just the complainant and us.

If this fails due to either we will use Ombudsman Services Ltd for dispute resolution.

Aim

The aim is to ensure that the complaints procedure is properly and effectively implemented, and that complainants feel confident that their complaints and worries are listened to and acted upon promptly and fairly.

Goals

- Clients are aware of how to complain,
- A named person will be responsible for the administration of the procedure.
- Every written complaint is acknowledged within two working days
- Investigations into written complaints are held within 28 days
- All complaints are responded to in writing
- Complaints are dealt with promptly, fairly and sensitively

Complaints Procedure

Oral Complaints

- All oral complaints, no matter how seemingly unimportant, should be taken seriously. There is nothing to be gained by staff adopting a defensive or aggressive attitude.
- All contact with the complainant should be polite, courteous and sympathetic.
- At all times we will remain calm and respectful.
- We will not accept blame, make excuses or blame other employees.
- If the complaint is being made on behalf of the client by an advocate it must first be verified that the person has permission to speak for the customer, especially if confidential information is involved. It is very easy to assume that the advocate has the right or power to act for the customer when they may not. If in doubt it should be assumed that the customer's explicit permission is needed prior to discussing the complaint with the advocate.
- After talking the problem through, we will suggest a course of action to resolve the complaint. If this course of action is acceptable then we will clarify the agreement with the complainant and agree a way in which the results of the complaint will be communicated to the complainant (ie through another meeting or by letter).
- The complaint is to be recorded on a complaint form.

Written Complaints

- When a complaint is received in writing it will be recorded in the complaints log and an acknowledgment letter will be sent within two working days.
- If necessary, further details should be obtained from the complainant. If the complaint is not made by the customer but on the customer's behalf, then consent of the customer, preferably in writing, must be obtained from the customer.



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- If the complaint raises potentially serious matters, advice should be sought from a legal advisor. If legal action is taken at this stage any investigation under the complaints procedure should cease immediately.
- Where we cannot resolve any complaints using our own complaints procedure, we use Ombudsman Services Ltd for dispute resolution.
- Immediately on receipt of the complaint we will launch an investigation and within 28 days should be in a position to provide a full explanation to the complainant, either in writing or by arranging a meeting with the individuals concerned.
- If the issues are too complex to complete the investigation within 28 days, the complainant will be informed of any delays.
- At the meeting a detailed explanation of the results of the investigation is to be given and also an apology if it is deemed appropriate (apologising for what has happened need not be an admission of liability).
- Such a meeting gives MJM Virtual Solutions the opportunity to show the complainant that the matter has been taken seriously and has been thoroughly investigated.
- After the meeting, or if the complainant does not want a meeting, a written account of the investigation is to be sent to the complainant.
- The outcomes of the investigation and the meeting should be recorded on appropriate documentation and any lessons to be learned identified and acted upon.
- This complaints procedure is audited every six months.