

**Sun Sand and Sickness Ltd
Complaint Handling Procedure**

Sun Sand and Sickness Ltd

**Notice - Injury point is a trading name of Sun Sand and Sickness Limited
Complaint Handling Procedure**

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Dealing with complaints

All complaints will be managed by the Operations Manager. The manager responsible for the area to which your complaint relates will handle a detailed investigation into your complaint.

Whilst it is the Company's policy to provide the client with a first-class service, it is possible that either through misunderstanding or an unknown drop in service standards you could be left feeling that you are not getting the level of service you expected and you may wish to discuss your case either with your personal advisor or a senior member of the company. For this reason we have supplied you with a [complaints procedure](#), we welcome your comments and the opportunity to resolve any concerns you may have regarding your case, we trust that you will never need to complain about the company or any of the companies representative, however should the necessity arise, by following the procedure laid down we would hope to answer your concerns in a friendly and efficient manner.

Our promise to you

Sun Sand & Sickness aims to provide a responsive and timely service to all our customers, we will:

- Treat all complaints seriously and deal with them properly
- Resolve complaints promptly; and
- Learn from complaints and take action to improve our service

Information to client

You have the right to:

- Complain;
- Know how complaints can be made;
- Your right to complain to the Legal Ombudsmen (LeO), the time frame for doing so and full details of how to contact these authorities.

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How to make a complaint

Please contact us by email, letter, telephone or in person using the following contact details;

E-mail : Info@sunsandsickness.co.uk
Address : Suite 26, 3rd Floor, Ace Centre, Cross Street,
Nelson, BB9 7NN
Telephone : 0330 023 8000

Confidentiality

As with all client matters we will treat complaints, and any information received during the course of dealing with complaints, with utmost confidentiality.

Vulnerable clients

Our complaints handling procedure is sensitive to individual difference and needs of our clients.

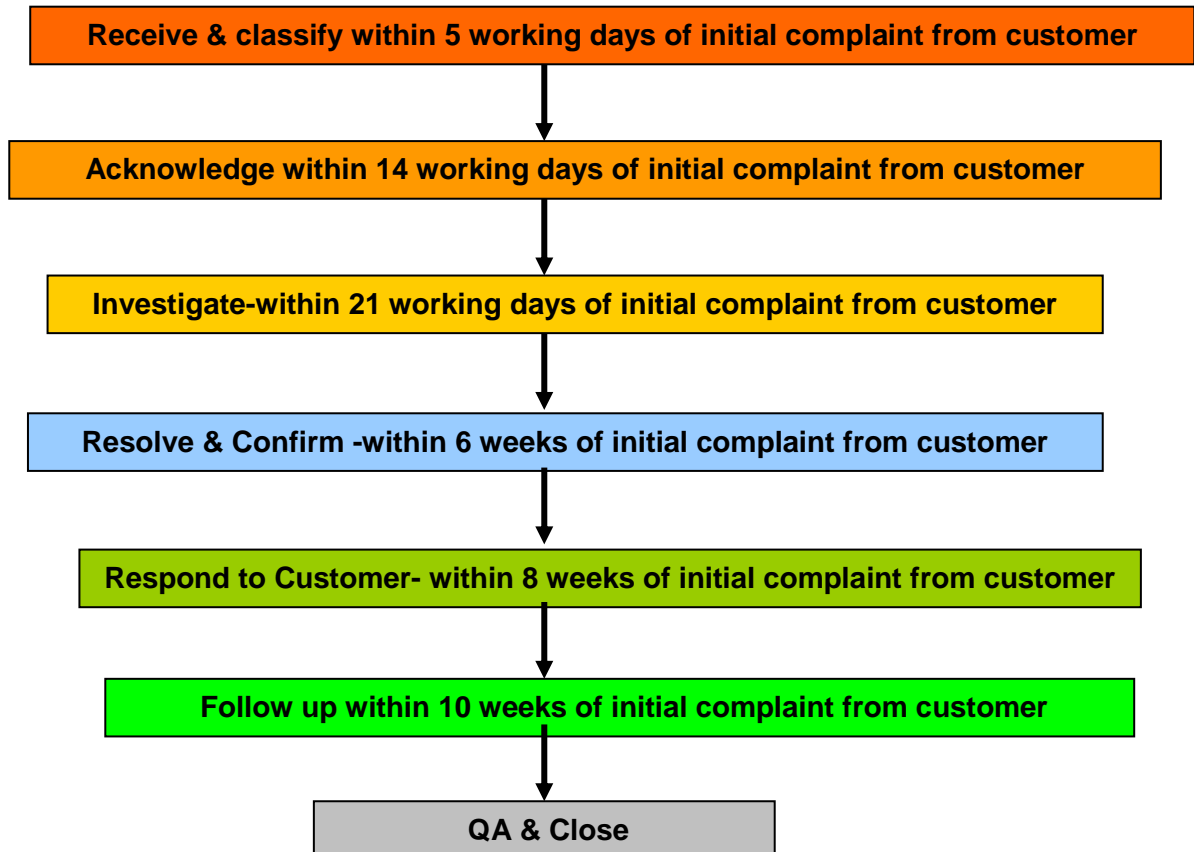
Sun Sand and Sickness Ltd Complaint Handling Procedure

Overview	<ul style="list-style-type: none">○ This is the official Complaint Handling Procedure for Sun Sand Sickness Ltd
Objectives	<ul style="list-style-type: none">○ To deliver a consistent, high-quality and accountable response to complaints across Sun Sand Sickness Ltd○ This quality procedure is in line with the overall Customer Service Strategy and industry 'best practise'
Services Covered	<ul style="list-style-type: none">○ All Services
Date	
Author	Sun Sand Sickness Ltd
Reviewed by	Mr Abdul Rehman
Update comments	

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Process Overview

The following key steps must be followed for all customer complaints received by Sun Sand and Sickness Ltd:



The requirements for each of these steps is detailed below

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1 Receive & classify

Summary

Ensure that all potential issues are captured by the organisation, and classified for escalation, review and action as required.

- Any complaint, issue or negative customer interaction (whether this is formally logged by the customer or not), must be logged and classified for action.
- All of these complaints must be formally logged using the electronic or paper-based forms (see below)
- All complaints must be prioritised as follows:
 - **Priority 1 – urgent, this requires a response to the customer within 5 Business days.**
- Discretion and flexibility should be exercised in prioritising all complaints
- The staff member logging the complaint should review the complaint and it's priority with the Director before proceeding to the next step.
- The Director will decide on the appropriate person(s) to carry out subsequent steps, including the investigation.
- All Priority 1 complaints must be escalated immediately to the Office and/or The Director.

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2 Acknowledge

Summary

Ensure that every complaint receives a formal written acknowledgement, a copy of the full complaints procedure, containing an expectation of when they will receive a response, and the person dealing with it and any form of redress with the full contact details of the Legal Ombudsman included

- All complaints, regardless of priority, should receive a pro forma (see below) acknowledgement sent out with proof of post on the day of receipt.

3 Investigate

Summary

Follow up all aspects of the complaint, both internal and external, to ensure that the key facts are identified and clarified within 8 weeks.

- All areas of interaction and communication should be established (who, what, where, when, why etc) and documented where possible.

4 Resolve & Confirm

Summary

Ensure that the final resolution is clear and fair. Also confirm the proposed action and resolution with another senior person.

- Ensure that the proposed resolution meets corporate guidelines and does not prejudice Sun sand & sickness in any unnecessary legal or financial manner.
- Document the proposed action and discuss and agree with Office and/or Director.
- Discuss and review the solution from both the corporate and customer viewpoint to ensure fairness and clarity.
- The review should include recognition and documentation of any underlying issues that have contributed to the complaint and recommendations for actions to prevent further occurrence.

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5 Respond to Customer

Summary

Provide the customer with the resolution within the timescales promised no later than 8 weeks from the date of receipt.

- The details of the findings and proposed resolution should be clearly explained (in written or verbal form as appropriate) to the customer- within the agreed timescales.
- Consumer should be aware of the Legal Ombudsman and that they can be approached if they are not satisfied with the final response from Sun Sand and Sickness. Details of the Ombudsman should be provided as below:
- Legal Ombudsman
PO Box 6806
Wolverhampton
WV1 9WJ

Tel: 0300 555 0333

Email: enquiries@legalombudsman.org.uk

6 Follow up

Summary

Ensure that complaints are followed up to confirm that customers are satisfied with the response given.

- All Priority 1 complaints must be followed up within a reasonable timescale.
- This will be carried out by the Customer Relations team.
- The follow up should identify the following
 - Is the customer satisfied with the response?
 - Did they feel that their complaint was properly and fairly handled?
- Any negative responses to these questions should be referred to Operations Managers for action and direct follow up with customers.

QA & Close

Summary

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Ensure that the organisation as a whole is aware of complaints and any underlying issues. Plan actions to remove these and prevent future recurrence.

- Any complaints where action can be taken to avoid recurrent must be acted upon and raised with the appropriate managers/teams across the organisation.

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Complaint logging form/screen

Key Details required

Raised by	Sun Sand and Sickness staff member receiving and logging the complaint
Date	Date and time received
Customer Name	Customer Name
Customer Address	Customer Address
Customer Contact number	Customer Contact number
Service Contract type	Customer's current contract (if any)
Description	Description of complaint – details
Business Impact	Description of impact on customers business/operation
Priority	Complaint priority 1 – urgent 2- non-urgent
Acknowledgement	Date letter sent
Owner/assigned to	
Corrective action/resolution	Details of findings and proposed solution

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Resolution confirmed by	Date and owner
Customer Contacted	Date and owner
Customer Followed up	Date and owner
Key Issues identified	
Long term actions required	
Issues and actions accepted –	Date and owner