



## Customer Complaints Policy

### Our commitment to you

We are committed to maintaining and enhancing our reputation as the leading provider of standards and training within the cleaning industry. We always want to provide excellent customer service, however, we acknowledge there may be occasions where we fall short of expectations and customers may not be completely satisfied.

### Our responsibilities

We recognise our duties as the following:

- To provide an efficient, fair and structured complaint lodgement and handling process.
- To enable access to the complaints handling process, including to those with disabilities and special needs.
- To inform on the progress of complaints and the expected timeframe for resolution.
- To review complaints so that we can improve our standard of customer service.

In carrying out these duties, we will:

- Treat you with respect, in a fair and courteous manner at all times.
- Remain consistent, fair and impartial.
- Be clear in our communications to you.
- Provide accurate and up-to-date information.
- Have copies of our terms and conditions available to you.
- Take all reasonable action to deliver on our promises to you in a timely manner.
- Comply with applicable legislation and regulations.

### What constitutes a complaint?

For the purpose of this policy, a complaint may be defined as:

'An expression of dissatisfaction by one or more individuals about the standard of service, action or lack of action by or on behalf of BICS or BBS.'

This may include discontent with the following:

- The quality and standard of service you have received.
- The quality of our training facilities or learning resources.
- The attitude, behaviour and conduct of our staff member(s) or associate(s).

- Our adherence to an appropriate administrative process.
- Our conformation to our policies or standards.

Although the definition of a complaint is very broad, not every concern raised with us will be a complaint. The following examples **would not** be treated as complaints:

- Issues raised more than 12 months after the date the event occurred or, if later, the date the event came to the notice of the complainant.
- Matters resolved to the complainant's satisfaction no later than one business day after receipt of the complaint.
- Any attempts to have a complaint reconsidered where we have already fully investigated the complaint and issued an explanation and resolution.
- Requests for information on, explanations of or disagreements with our policy or standards.
- A response to an invitation to provide feedback through a formal mechanism.
- First-time queries regarding the failing of annual audit inspections, assessor approvals and skills assessments.
- Matters regarding misconduct of the BICSc Member Code of Practice by a company falsely advertising BICSc accreditation. We will only contact the company to ask they remove all references to the institute or membership and cease usage of the logo immediately.
- Concerns regarding members' conduct outside the realms of the principles covered by the BICSc Member Code of Practice and the Articles of Association.
- Anonymous complaints where there is insufficient information provided for us to take further action. Any decision not to pursue an anonymous complaint must be authorised by a member of senior management.
- Any complaint under legal proceedings or currently being investigated by any consumer protection regulator or law enforcement agency, pending finalisation of the outcome.
- Matters we believe the pursuit of to be in breach of our legal obligations.

## Who can make a complaint?

You can lodge a complaint through this policy if you are an individual customer, a group of customers or a third party acting on behalf of a customer, who have received, been adversely affected by or witnessed the cause of dissatisfaction.

If you are a third party submitting a complaint on behalf of the complainant, you may only do so upon presentation and acceptance by us of written permission to represent the complainant and their interests. This must be presented to and accepted by us.

This customer complaints policy is not applicable to council members, employees or suppliers of BICSc and BBS.

## Submitting a complaint

We want to resolve your dissatisfaction as quickly as possible. Therefore, in the first instance, you should raise any concern or problem informally with a member of our customer support team who may be able to remedy the situation immediately by providing an explanation, apology or other desirable outcome.

Please either telephone 01604 678711 or email [info@bics.org.uk](mailto:info@bics.org.uk)

If you consider your concern has not been satisfactorily resolved informally, you should adopt the formal procedure of submitting a complaint in writing.

Formal written complaints can be emailed to [Joanna.Begg@bics.org.uk](mailto:Joanna.Begg@bics.org.uk)

or alternatively posted to Customer Support Manager, The British Institute of Cleaning Science, 9, Premier Court, Boarden Close, Moulton Park, Northampton, NN3 6LF.

To help us to investigate your complaint quickly and efficiently, we ask that you please provide the following information:

- Your name, address and contact information.
- Your relationship to us.
- Full details of the complaint i.e. the cause of dissatisfaction with products, services, action or behaviour.
- Details of any conversations you may have had with us that may be relevant to your complaint.
- Details of any steps you have already taken to resolve the issue.
- Copies of any supporting documentation.
- What action or response you suggest to resolve your complaint.

## **Our complaint handling process**

We will acknowledge receipt of your complaint in writing within three business days. If your complaint does not constitute a complaint per this policy, you will be advised as to the reasons why. Otherwise, valid complaints will be recorded on our complaints register and a customer complaint record card created. You will be provided with a complaint reference number and the name of the person responsible for dealing with your complaint.

An initial review will be conducted to determine what, if any, additional information or documentation may be required to complete a full investigation. We will contact you within a further three business days to confirm completion of an initial review and to clarify any details or request additional information where necessary.

Having received all further material requested, we will execute a thorough investigation, considering the information you have provided us, our actions in relation to your communications with us and any other information which may be available that could assist us in dealing with your complaint.

Within 10 business days we hope to provide a comprehensive response, inclusive of full explanation and resolution. If we have reasonable cause necessitating more time to complete our investigation, we will instead provide an update regarding the status of your complaint, inform you of the reasons for the delay and give an expected resolution date. We will continue to do this every five business days until such time we are able to provide a suitable response.

Upon sending our response and all corrective actions outlined being in effect, we will consider your complaint closed. Complaints cannot be reopened. Corrective actions are not inclusive of goodwill gestures.

All recordings of your complaint will be used for continuous process improvement and monitoring and where appropriate, we will proceed to amend our business practices and policies to avoid future complaints of a similar nature.

Your personal information will always be recorded in accordance with relevant privacy legislation.

Our business days are Monday to Friday, 8.30am to 5.00pm.

## **Queries**

A copy of this policy will be made available to any applicable person upon request.

All questions regarding the customer complaints policy are to be directed to the customer support manager.

This policy will be reviewed annually as part of the Quality Internal Audit Programme schedule to ensure its ongoing relevance and suitability.