

CUSTOMER CARE POLICY	
Owner: EMLC Board of Trustees	Policy Number 13
Approval: This Policy was approved by EMLC Board of Trustees on 17 October 2017	Next Review: September 2020 <i>This policy will be reviewed every three years</i>

Aims

EMLC is committed to providing high quality services that meet the needs of customers, their organisations and funding bodies. This commitment extends to the way leadership programmes and activities are managed, developed and delivered.

Procedure

The resources available to EMLC will be used in the best possible way to satisfy the needs of customers. We aim to

- use suitably qualified and trained assessors, managers and administrators to provide an efficient, friendly and effective service at all times
- meet customer requests and expectations and respond promptly and courteously to enquiries and concerns
- ensure our centre and other venues are accessible for all customers
- review our services to ensure we provide quality and value for money
- utilize a range of communication strategies and monitor their effectiveness
- obtain, share and act upon customer feedback in order to improve our services

We will respond in an appropriate and timely manner to all expressions of dissatisfaction made by our customers and where possible, will seek to satisfy their reasonable expectations.

However, threats, abuse or inappropriate language towards our staff will not be tolerated. The member of staff receiving these must report it to their line manager.

All complaints will be handled using the following procedure:

Stage 1: direct informal resolution by member of staff receiving verbal complaint

- if the customer is satisfied, the matter should be logged and reported to the director with responsibility for customer care
- if the customer is not satisfied, they should be invited to put their complaint in writing and given the name of the appropriate EMLC manager to address the complaint to. Normally this will be the relevant programme manager. However, in the case of any complaint involving allegations of impropriety, stage 2 will be by-passed and this should go directly to the CEO at stage 3.

Stage 2: response to written complaint by appropriate manager

The manager should advise the customer of any formal complaints procedure relating to the particular programme and follow that procedure. If there is not a specific programme complaints procedure, the manager should investigate the complaint carefully, including by seeking any further information from those involved and taking advice from the director with responsibility for customer care. The manager must acknowledge the complaint within three working days and get back to the customer with a proposal on how to resolve the matter within 10 working days.

- if the customer is satisfied, the matter should be logged and reported to the director with responsibility for customer care
- if the customer is not satisfied, they should be asked to raise the matter in writing with the Chief Executive who will investigate the complaint.

Stage 3: investigation by Chief Executive

The CEO will investigate the complaint, speaking directly to the customer involved as part of this process. The CEO will aim to resolve the complaint within 10 working days of receiving it from the customer in writing. The CEO will involve a trustee in the investigation of the complaint in the case of serious matters and in any case, in all complaints where there is an allegation of impropriety.

The determination of the CEO will be final and mark the end of the use of the EMLC complaints procedure. If the customer remains dissatisfied, they will be advised of any further external avenues for redress.