



REG No:602930

Washington Home Electric Services
37 Coach Road Estate
Washington
Tyne & Wear
NE37 2EJ

Policy Statement

We at Washington Home Electric Services believe that if a customer wishes to make a complaint or register a concern they should find this easy to do so. Washington Home Electric Services policy is to welcome complaints and look upon them as an opportunity to learn, adapt, improve and provide a better service. This policy is intended to ensure that complaints are dealt with properly and that all complaints or comments by our customers are taken seriously.

The policy is not designed to apportion blame, to consider the possibility of negligence or to provide compensation. It is NOT part of each establishments disciplinary policy.

We at Washington Home Electric Services believe that failure to listen to or acknowledge complaints will lead to an aggravation of problems, customer dissatisfaction and possible litigation. Washington Home Electric Services supports the concept that most complaints, if dealt with early, the openly and honestly, can be sorted out between just the complainant and Washington Home Electric Services. If this fails due to either Washington Home Electric Services or the complainant being dissatisfied, as a Which? Trusted trader we use Ombudsman Services Ltd for dispute resolution. In this unlikely event please contact Which? Trusted Traders in the first instance on 01179812929.

Aim

The aim of Washington Home Electric Services to ensure that its complaints procedure is properly and effectively implemented, and that complaints feel confident that their complaints and worries are listened to and acted upon promptly and fairly.

Goals

Customers and their representatives are aware of how to complain, and that Washington Home Electric Services provides easy to use opportunities for them to register their complaints.
A named person will be responsible for the administration of the procedure.
Every written complaint is acknowledged within two working days.
Investigations into written complainants are held within 28 days.
All complaints are responded to in writing by Washington Home Electric Services.
Complaints are dealt with promptly, fairly and sensitively with due regard to the upset and worry that they can cause both Washington Home Electric Services and their customers.

The named manger, with responsibility for dealing with complaints is Julia Gaffney.

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.
- Washington Home Electric Services employees who receive an oral complaint should seek to solve the problem immediately if possible.
- If staff cannot solve problem immediately they should offer to refer the matter to the complaints manager to deal with the problem.
- All contact with the complainant should be polite, courteous and sympathetic.
- At all times staff remain calm and respectful.
- Washington Home Electric Services Employees should not accept blame, make excuses or blame other employees.
- If the complaint is being made on behalf of the customer 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 customers explicit permission is needed prior to discussing the complaints with the advocate.
- After talking the problem through, each manger or the member of staff dealing with the complaint should suggest a course of action to resolve the complaint.. if this course of action is acceptable then the member of staff should clarify the agreement with the complainant and agree a way in which the results of the complaint will be communicated to the complainant (i.e. through another meeting or by letter).
- If the suggested plan of action is not acceptable to the complainant then the member of staff or manager should ask the complainant to put their complaint in writing to Washington Home Electric Services and give them a copy of the complains procedure and form for completion.
- In both cases details of the complaint should be recorded on a complaint form,

Written Complaints

- When a complaint is received in writing it should be passed on to the named complaints manager who should record it in the complaints book and send an acknowledgement letter within two working days. The complaints manger will be the named person who deals with the complaint through the process. (Julia Gaffney).
- If necessary, further details should be obtained from the complainant. If the complaint is not made by the customer but on the customers behalf, then consent of the customer, preferably in writing, must be obtained from the customer.
- A copy of the complaints procedure will be given to the customer.
- 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 by Washington Home Electric Services under the complaints procedure should cease immediately.
- Where we cannot resolve any complaints using our own complaints procedure. As a Which? Trusted Traders, in the first instance, on 01179812929.
- immediately on receipt of the complaint Washington Home Electric Services should 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 should be informed of any delays.

- If a meeting is arranged the complainant should be advised that they may, if they wish, bring a friend or relative or a representative such as an advocate.
- At the meeting a detailed explanation of the results of the investigation should 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 Washington Home Electric Services 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 should be sent to the complainant. This should include details of how to approach Which? Trusted Trader if the complainant is not satisfied with the outcome.
- The outcomes of the investigation and the meeting should be recorded on appropriate documentation and any shortcomings in Washington Home Electric Services procedures should be identified and acted upon.
- Washington Home Electric Services complaints procedure should be audited by the manager every six months.