



Processing Complaints, Compliments & Comments

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Black Box Smart Data LLP actively encourages all customer feedback about its services, including compliments, comments and complaints. We want to work with customers, their representatives, and other professionals to provide quality services to meet their needs.

To do this we must:

- Listen to people carefully
- Take their views seriously and act on them where we can

We need to:

- Find out when things have gone well and customers are happy
- Improve our services by making the most of suggestions or comments about our services
- Find out when things go wrong and put them right
- Learn from our mistakes and make sure they don't happen again

We need to be clear with customers and staff what our policies and service standards are, so that they can identify and take action when these fall below or above reasonable expectations.

Listening to compliments

We want to hear from people when we get things right. This helps us to:

- Understand what services people value and why
- Share good practice
- Make sure we learn and develop in a way which keeps providing a good service to our customers
- Recognise and reward when our staff "go the extra mile"

Listening to comments

We believe that listening to our customers' comments helps us to improve the way we do things. We welcome any suggestions about how we might do things differently or better, and are committed to taking seriously any suggestions for service improvements.

Listening to complaints

A healthy working relationship with our customers will include customers feeling able to complain about any aspect of our service and / or challenge decisions and actions they do not understand or disagree with.

Our customers may find it difficult to talk about their views or concerns for a variety of reasons and Black Box will make every effort to ensure all our customers to feel confident that their views are received in a professional manner and appropriate action will be taken.



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Our procedures are designed to:

- Allow customers to compliment, comment or complain about any aspect of the service we provide
- Ensure that complaints or suggestions are acted upon wherever possible
- Provide extra feedback from our customers to improve on the existing quality and appropriateness of our services

The objectives of this policy are to:

- Empower our customers (including 'end-user' customers) and their representatives to challenge and question service quality and appropriateness
- Influence planning, resource and allocation and quality assurance mechanisms, and strengthen organisational learning
- Encourage a strong proactive problem-solving culture within Black Box
- Identify and correct bad practice
- Validate and promote good practice and to recognise what 'good' looks like

Procedure

1.0 Enabling customers to comment on our services

1.1 Access

All Black Box customers will have access to information about how to compliment, comment on, or complain about the service. The primary channel will be via the Project Manager with overall responsibility for the project.

1.2 Being fair to all

We will not inadvertently discriminate against any individual or group. Particular account will be taken of factors such as disability, age, gender, religion, race and sexual orientation.

1.3 Recording

All compliments, comments and complaints will be recorded centrally and tracked through to resolution. The record will show:

- Date received
- Received from – name and contact details
- Details of compliment / comment / complaint
- Actions taken – who, what and when including response to customer
- Follow up – have the actions been taken and have they been effective?



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The record is subject to regular review by the Partners and management team at the regular internal contracts meetings. The key issue is maintaining close communication with the customer at each stage and keeping them informed.

2.0 Encouraging problem-solving

2.1 Solving problems close to where they happen

Concerns or worries are often raised as part of normal everyday interaction between Black Box and its customers, including 'end-user' customers (e.g. local authorities). Normally, these will be easily resolved by our Project Manager communicating and working directly with the customer.

It is our policy to encourage staff to work with our customers to explore and resolve problems before they become complaints. However, where this is not possible, it is our policy to investigate and answer complaints as close to where the problem occurred as possible.

2.2 Exploring different ways to solve problems

We recognise that a complaint investigation may not necessarily help to improve ongoing working relationships between the customer and the staff involved. We may ask customers to explore with us different ways to help resolve outstanding issues and improve working relationships as an alternative to, or in addition to, pursuing the different stages of the complaints procedure.

2.3 Recognising risk and the need for escalation

Whilst it is our policy to aim to resolve complaints locally, there may be some situations where there is a significant risk to the customer or to Black Box Smart Data LLP. It is our policy to identify such cases quickly and ensure a risk assessment is conducted to ensure that appropriate action is taken to manage the risk.

3.0 Compliments

Compliments will be recognised, registered, responded to, and acted upon where possible as potential opportunities to spread good practice around the business.

4.0 Comments

Comments will be recognised, registered, responded to, and acted upon where possible as potential opportunities to spread improvement suggestions across the service and the County Council.

5.0 Complaints



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5.1 Stage 1 Local Resolution

If immediate problem-solving action does not resolve the issue for the customer, complaints about the service or the actions or inactions of staff will normally be managed under Stage 1 of the complaints procedure. This will be the responsibility of the Project Manager having overall responsibility for the project or by the Managing Partner where the complaint is not related to a specific project.

5.2 Stage 2 Formal Investigation

The Managing Partner will take responsibility for investigating the complaints and for implementing the appropriate corrective and preventive action(s). Stage 2 will be implemented where stage 1 has failed to solve the issue.

5.3 Stage 3 Review

The Review will be undertaken by the Project Manager and will, where appropriate, include recommendations to the Partners for improvements to process and preventive action.

Signed:

On behalf of Black Box Smart Data LLP