

# **Compliment, Comment, Complaint**

## **Compliments**

You may wish to thank a member of staff who has been very helpful or you may think that the service you have received has been very good. We will share your compliment with the relevant member of staff and managers and will use it to improve our services.

## **Comments**

If you have a suggestion or idea about how a service could be improved please tell us. We will pass your suggestion on to the manager of the service who will look into your idea and let you know the outcome.

## **Complaints**

Sometimes standards fall short of what you would expect or somebody doesn't do what they said they would. If this happens and you can't sort it out with the people involved you may want to complain.

## **Confidentiality**

If you are complaining about a staff member and do not wish them to know, we will respect this. However, it may be difficult to fully investigate your complaint.

## **Representation**

You have the right for someone to make a complaint on your behalf. We will ask you to give consent for them to do this.

## **Procedure**

Insteng Process Automation will endeavour to respond to your complaint within 15 working days. We will keep you informed if we need more time than this to investigate.

## **Other Feedback**

You may submit comments and compliments in the same way as you would submit a complaint.

## **Customer Care Policy**

- Insteng Process Automation will continually strive to achieve improvements in the quality, efficiency and effectiveness of its services.
- Insteng Process Automation will ensure that customers are well informed about the services it provides.
- Insteng Process Automation will be responsive to the needs of customers and will actively seek views about the services provided.
- Insteng Process Automation will make every effort to achieve and maintain a high level of staff morale including a positive commitment to customer care.
- Insteng Process Automation will ensure that customers are treated courteously and, so far as reasonably practicable, promptly with respect for their personal dignity and without discrimination.