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EIS is the trading arm of
Cantium Business Solutions Ltd.

Company House Number: 11242115

Complaints and Compliments Policy

OFFICIAL

1. Introduction
2. Definitions
3. How to make a Complaint, Comment or Compliment
4. What can you expect from us?
5. Stages of the Complaint
6. Complaints relating to Freedom of Information
7. Contact Details

1. Introduction

At EIS we are committed to delivering high quality services and we strive to exceed our customers' expectations.

We value our customers' feedback and want you to let us know when we've done something well; where you think we can make an improvement or other services we could offer.

All feedback is taken seriously and provides us with an opportunity to continuously improve all aspects of our services.

Any verbal or written compliments or comments received are recorded and passed to the relevant manager to be shared with staff as appropriate. At EIS we celebrate best practice and customer feedback plays a key role in how we appraise and reward our staff.

In the unlikely event things go wrong and our service does not meet your expectations, we aim to put this right as quickly as possible and use what we've learnt to make operational improvements. We will always try to resolve any concerns without the need for a formal complaint by working with you to find a satisfactory resolution. Where this is not possible and you wish to pursue it further, we have in place a process which will allow you to escalate your concern for further investigation.

2. Definitions

What is a Complaint?

A complaint is an expression of dissatisfaction about the standard of/or the delivery of our service, the actions or lack of action by EIS or our staff which affects an individual or group.

Examples of what a complaint could cover include where you believe:

- We have provided a poor-quality service or make a mistake.
- An employee's behaviour has been inappropriate.
- We have been discriminatory.
- There has been a delay in us providing a service.

The following are excluded from this Policy:

- A complaint about a service for which we have no responsibility.

What is a Comment?

A comment is a general statement about our service which can be positive or negative. A comment can include making suggestions for new services or improving existing services.

What is a Compliment?

A compliment is an expression of satisfaction, thanks, praise or congratulations about an individual and/or group or service.

3. How to make a Complaint, Comment or Compliment

A complaint, comment or compliment can be accepted in any form (including face to face, via ServiceNow customer portal, social media, phone or email). However, for the sake of clarity, any complaint and the steps taken to deal with it will be recorded in writing (please see Contact Details below).

We will consider the individual circumstances and specific needs when communicating during the complaints process, bearing in mind such issues as disability and first languages.

4. What can you expect from us?

If you need to make a complaint about our service EIS are committed to the following Standards:

- We will listen to your complaint, whether by phone, letter or email and treat it seriously.
- We will deal with your complaint promptly and will acknowledge that it has been received within 5 working days and resolve it as quickly as possible, but within 20 working days.
- We will keep you advised of the progress of your complaint.
- We will endeavour to learn from our mistakes and use any lessons learnt to continuously improve our service.

5. Stages of the Complaint

Stage 1 – Initial Resolution

Our standard is that we will acknowledge your complaint within 5 working days. We will carry out a thorough investigation, reviewing all related information and material. Where appropriate we will involve and liaise with external contacts and will provide the full response within 20 working days. Where this is not possible you will be informed at the earliest opportunity, but before the completion of 20 working days, when you can expect to receive a full reply.

We will thoroughly investigate your complaint, reviewing all related information and material.

Stage 2 – Complaint Escalation

If you remain dissatisfied, you can request that your complaint is reviewed further, by writing to the appropriate member of the EIS Head of Service. Your complaint will be acknowledged within 5 working days, a thorough investigation will be completed, and we will provide a formal response within 20 working days. Where this is not possible you will be informed at the earliest opportunity, but before the completion of 20 working days, when you can expect to receive a full reply.



6. Complaints relating to Freedom of Information

If your complaint relates to a Freedom of Information request you have submitted, an independent officer who did not directly deal with the original request will undertake a review of our response. The review should be based on all the available evidence that is relevant to the date of the request.

The independent officer will confirm the outcome of the review and whether the complaint is upheld within 20 working days in most cases, or 40 working days in exceptional circumstances. Where it is not possible to provide a response within 20 working days you will be informed at the earliest opportunity, but before the completion of 20 working days, when you can expect to receive a full reply.

If you still remain dissatisfied following this internal review, you can appeal to the Information Commissioner, who oversees compliance with the Freedom of Information Act 2000. Details of what you need to do, should you wish to pursue this course of action, are available from the Information Commissioner's website <http://www.ico.org.uk/complaints>

7. Contact Details

If you need to pursue a complaint, compliment, or comment please contact us at:

ServiceNow Customer Portal
Feedback option

Email
info@eis.co.uk
To assist us with handling your request please include the phrase
complaint/compliment/comment (as appropriate) within the subject line.

Post
EIS
1 Abbey Wood Road
Kings Hill Business Park
West Malling
Kent
ME19 4YT