

# Customer Complaints

V4 – Feb 2020



<b>1.0</b>	<b>Complaints policy</b>
1.1	<p>Westgrove are committed to providing the best possible service for our partners and stakeholders. Listening to them and taking on board what they say is fundamental in restructuring our business offering to meet their needs. We recognise that sometimes our partners and stakeholders will have cause to complain.</p> <p>It is Westgrove's policy to ensure that complaints of any nature are dealt with fairly, effectively and in a timely manner.</p>
<b>2.0</b>	<b>Aims</b>
2.1	<p>Westgrove will aim to:</p> <ul style="list-style-type: none"><li>• Put things right as quickly as possible for our partners and stakeholders when they go wrong</li><li>• Keep our partners and stakeholders informed as to the progress of the complaint and the results of any investigation</li><li>• Seek to learn from each complaint to improve future performance</li><li>• Set performance targets for responding to complaints and monitor our performance against these targets</li><li>• Escalate the complaint to the Director of Shopping Centre's if the complaint is not resolved to a satisfying conclusion</li></ul>
<b>3.0</b>	<b>Implementation</b>
3.1	<p>The Customer Complaints Policy and associated Procedure will be readily available to all our customers. Together they will detail how to make a complaint and the timescales for a response from a Westgrove representative</p>
<b>4.0</b>	<b>What is a complaint</b>
4.1	<p>A complaint is anything outside of, or above and beyond the level of SLA where corrective action needs to be taken to prevent any potential damage to the brand or where it puts a contract at risk.</p> <p>A complaint can also be in relation to the company or those working for the company which could have an adverse effect on the company and or partner.</p> <p>Examples include:</p> <ul style="list-style-type: none"><li>• Member of the public, tenant or other 3<sup>rd</sup> party making a complaint about a colleague on site.</li><li>• Partner making a complaint about service delivery.</li></ul>
<b>5.0</b>	<b>Who is the customer</b>
5.1	<p>Westgrove understand their customer to be any person or company that they provide a service to. This being landlords, managements agents or site representatives. Westgrove also understand that members of the public or other visitors to their customer's premises will form part of their customer base.</p>

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<b>6.0</b>	<b>How can a complaint be made</b>
6.1	The procedure below describes how a complaint can be made and how it will be dealt with.
<b>7.0</b>	<b>Monitoring</b>
7.1	<p>Westgrove is committed to continuous improvement in our service delivery. We will monitor all complaints from the beginning to the end and we will only be satisfied once the partner and/or stakeholder are satisfied. Our service standards for complaints are:</p> <ul style="list-style-type: none"><li>• We will make it easy and straightforward for you to make a complaint</li><li>• We will endeavour to respond to your complaint within the published timescales and keep you informed</li><li>• We will ensure that you have a full explanation to your complaint in your preferred format</li><li>• We will tell you if changes have or need to be made to the service that we provide following the complaint.</li></ul> <p>As part of our commitment we will discuss customer complaints at our monthly business meetings. We will seek feedback from our customers on how the complaint was handled and use this information to improve our services.</p>
<b>8.0</b>	<b>Policy review</b>
8.1	The policy will be reviewed annually and any amendments will be discussed at the next relevant monthly Business Meeting. Once amendments have been agreed the document will be circulated to all departments, sites and uploaded on to the company website.
<b>9.0</b>	<b>Responsibilities</b>
9.1	<p>Operations Admin is responsible for lodging the complaint on the complaint's tracker.</p> <p>The Business Manager who is responsible for the site where the complaint has originated will be responsible for handling the complaint.</p> <p>The Director of Shopping Centre's is responsible for final resolution and ensuring complaints are resolved in a timely manner.</p>

<b>HOW TO MAKE A COMPLAINT</b>	
<b>1.0</b>	<b>Procedure</b>
	<p>Complaints should be sent to Westgrove head office by e-mail to <a href="mailto:operationsadmin@westgrove.co.uk">operationsadmin@westgrove.co.uk</a>, by telephone to 01925 414190 for the attention of Operations Admin.</p> <p>Once a complaint has been received the company customer complaints form should be completed: <b>S\ISO\Quality\Customer Complaint Report</b>. Operations Admin will lodge the complaint on the company complaints tracker: <b>S\ISO\Quality\Customer Complaint Report</b>.</p> <p>The form will be forwarded to the relevant Business Manager to investigate and resolve.</p>

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The Business Manager should make contact to the complainant within 24hrs to acknowledge that the complaint has been received and is being investigated.  
 The complaint should be investigated and resolved as expediently as possible by the person allocated responsibility. The complainant should be kept up to date on the progress of any investigation and the resolution.

Once a satisfactory resolution has been agreed the Director of Shopping Centres will sign the complaint off as completed.

The complaints tracker should be updated highlighting the resolution.

The complainant will be advised of the outcome in writing.

Customer complaints will be discussed at the monthly business meetings to see if we can prevent similar complaints from occurring.

## Complaints handling flowchart

