

# WE'RE LISTENING!

Driving action through insight

Tell Us



## Computacenter Complaints Policy v6.4

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## Summary

### Background

Computacenter recognises that, on occasion we may fail to meet our Customers' expectations. We are an organisation committed to service excellence and therefore we welcome complaints and feedback as valuable opportunities to help drive improvements to our service.

This document outlines in broad terms our core aims and intended approach for the management of complaints.

### Definition of a complaint

"An expression of dissatisfaction whether justified or not resulting from a failure to meet our Customers' expectations and where a response or resolution is explicitly or implicitly expected."

### How to raise a complaint

Methods available to raise a complaint or provide feedback are...

- ✓ **Web:** [www.computacenter.com/tellus](http://www.computacenter.com/tellus)
- ✓ **Email:** [Tell.Us@computacenter.com](mailto:Tell.Us@computacenter.com)
- ✓ **Telephone:** Call us on +44(0)1707 631 000 and ask for Customer Insight or 0800 50 70 90

### Objectives

Our aims are to:

- ✓ Ensure complaints are processed in a consistent way.
- ✓ Ensure complaints are dealt within an acceptable time frame.
- ✓ Ensure that complaints and subsequent actions are clearly communicated to both customers and employees.
- ✓ Continually improve the service we provide.
- ✓ Ensure the process is monitored by the Customer Insight Team to make sure that employees adhere to the process.
- ✓ Reduce the number of complaints by pro-actively learning, changing, improving, re-designing and creating new initiatives as a result of our customers' input.

## Scope

Minimum service standards in the handling of complaints have been developed to ensure customers receive the same standard of service regardless of the service area to which they make a complaint.

The following represents our minimum complaint standard:

- The complaint will be logged on to the 'Tell Us' feedback management system.
- A member of the Customer Insight Team will acknowledge your complaint within 24 hours.
- The assigned Single Point of Contact (SPOC) for the relevant business area will acknowledge the complaint and make initial contact with you within 72 hours of the complaint being raised.
- The complaint will be dealt with in a timely manner and resolved within a maximum of 30 working days. Priority levels are assigned to each complaint based on the impact analysis which varies the resolution timescales from 5 working days to 30 working days.
- The complainant will be kept updated with the progression of the complaint at all times.
- The complainant will be advised of the investigation and corrective actions upon completion of the investigation. A member of the Customer Insight Team will confirm closure of the complaint with the complainant prior to closing the case.

Computacenter has procedures supporting this policy, enabling employees to understand their role within the process.

We also have procedures that ensure that we learn from all complaints received, enabling us to analyse trends and performance.

This policy is intended to represent a practical means by which Computacenter can demonstrate its determination to manage the complaints' process effectively for the benefit of our customers.



Certificate no: FS 14666

Computacenter is certified to ISO 9001:2008 by the British Standards Institution (BSI). 'Tell Us' feedback management system and processes are under the scope of this certification.

**Last Review Date:** 31<sup>st</sup> January 2019

**Next Review Date:** 31<sup>st</sup> January 2020