

MK Snap Operations Manual – 1. Snap Organisation & Management
1-8-1 Snap Customer Care & Complaints Policy

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Approved by: Board of Trustees	Signature	Date

The trustees, management and staff at MK SNAP take great pride, and aim to give the best possible service to customers and learners, but sometimes things can and do go wrong. A Customer Complaints Procedure is in place so that if the customer, learner, or someone on the learner's behalf, wants to complain about the service or treatment received from MK Snap, they can do so. If the customer, learner, or a member of the learner's immediate family or their primary carer ("relevant person"), is unhappy with the treatment or service received from MK Snap, they are entitled to make a complaint. MK Snap will then consider this complaint and respond accordingly, in accordance with the Customer Complaints Procedure.

Complaints to MK Snap can be made either:

1. Verbally, in person, or by telephone, where details of the complaint will be recorded by a member of MK Snap staff and will then be passed to a member of the senior management team to investigate further.
2. Sending a letter or e-mail to MK Snap presenting full details of the complaint including details of the person involved, the learner, and the date the complaint relates to.
3. By completing one of our Customer Complaints forms which are available from the MK Snap Reception Desk

The customer, learner or relevant person should complain within 6 months of the event complained of, or within 6 months of becoming aware that they have something to complain about. MK Snap will exercise discretion to waive this time limit if there are good reasons for doing so.

The Head of Support Services will be responsible for monitoring the response and if required will escalate the response via the CEO to the board of trustees in the event of a customer being dissatisfied with the outcome of the process.

At MK Snap we will endeavour to:

- Acknowledge the receipt of all complaints within 2 working days
- Thoroughly investigate all complaints received in a fair and consistent manner and seek to find an appropriate solution that meets customers' and learners' needs within 28 working days of the notified complaint.
- Keep complainants informed of the progress of any investigations with a best estimate of the time it will take to resolve the complaint
- Regularly review all complaints so we can listen and improve our services and processes