

Univesco Complaints Procedure Manual

1. Introduction

This manual outlines the procedure for handling complaints at Univesco. Our commitment is to ensure that all complaints are addressed promptly, fairly, and efficiently.

2. Objectives

- To provide a structured process for handling complaints.
- To ensure complaints are resolved promptly and effectively.
- To use complaints as a tool for improving our services.

3. Scope

This procedure applies to all complaints received from customers, clients, and other stakeholders regarding Univesco's services and operations.

4. Definition of a Complaint

A complaint is any expression of dissatisfaction, whether oral or written, about any aspect of Univesco's services or the way we operate.

5. Complaints Handling Process

Step 1: Receiving a Complaint

- Complaints can be received via email, phone, mail, or in-person.
- All complaints should be recorded in the Complaints Log (Appendix A).

Step 2: Acknowledging the Complaint

- Acknowledge receipt of the complaint within 2 business days.
- Provide the complainant with the reference number and details of the process.

Step 3: Investigating the Complaint

- Assign a Complaint Handler to investigate the issue.
- Gather all relevant information and documents.
- Interview staff members involved (if necessary).

Step 4: Resolving the Complaint

- Propose a resolution within 10 business days.
- Communicate the proposed resolution to the complainant.
- Implement the resolution upon agreement.

Step 5: Closing the Complaint

- Record the resolution and closure date in the Complaints Log.
- Send a closure letter/email to the complainant.

6. Escalation Process

- If a complaint cannot be resolved within 10 business days, escalate to the Complaints Manager.

- The Complaints Manager will review and provide a resolution within an additional 10 business days.
- If the complainant is still dissatisfied, they may refer to external bodies such as the Financial Ombudsman Service (FOS) or relevant regulatory authorities.

7. Recording and Monitoring Complaints

- Maintain a Complaints Log (Appendix A) to track all complaints.
- Review the log quarterly to identify patterns and areas for improvement.
- Report on complaints handling performance to senior management.

8. Training and Awareness

- Provide regular training to staff on the complaints handling procedure.
- Ensure all staff are aware of their responsibilities in the process.

9. Confidentiality and Data Protection

- Ensure all complaints are handled in accordance with GDPR and data protection laws.
- Maintain confidentiality and only share information on a need-to-know basis.

10. Review and Continuous Improvement

- Review this procedure annually or after any significant changes in regulations or company operations.
- Use feedback from complaints to improve services and prevent future issues.

Appendix A: Complaints Log Template

Complaint ID	Date Received	Complainant Name	Nature of Complaint	Assigned to	Date Resolved	Resolution	Comments

Contact Information

- Email: connect@univesco.co.uk
- Phone: +44 7873 259119