

# **Computacenter Complaints Policy v5.6**

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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.

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

- ✓ **Web:** [www.computacenter.com/contact](http://www.computacenter.com/contact)
- ✓ **Email:** [Tell.Us@computacenter.com](mailto:Tell.Us@computacenter.com)
- ✓ **Telephone:** 0800 50 70 90
- ✓ **Post:** Customer Insight Team  
CRM  
Computacenter Hatfield  
Hatfield Business Park  
Hatfield Avenue  
Hertfordshire  
AL10 9TW

## 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 staff.
- ✓ Adopt an approach that reflects 'best practice' and meets the requirements of both our customers and staff.
- ✓ Learn and improve our services to continually improve the service we provide.
- ✓ Ensure it is transparent and easy to understand
- ✓ Ensure it is monitored by an independent department to make sure that staff adheres 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 our internal complaint handling database.
- Both 'problem owner' and the independent 'internal' monitor of the complaint will acknowledge the complaint.
- The complaint will be dealt with in a timely manner, and the complainant will be kept updated with the progression of the complaint.
- The complainant will be advised upon completion of the actions once the complaint has been resolved.

Computacenter has procedures supporting this policy, enabling staff 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.

**Next Review Date:** 31st January 2012