

Client Complaints Policy

Optimised Group Limited
(‘the Company’)

August 2022

Version Number 1

Document Revisions

Version	Author	Review Date	Approved By	Summary of Changes
1	Ria Green	29/07/22	James Wood	Document creation
1.1	John Ellis	03/10/22	N/A	Review & Minor Changes

1. About this policy

- 1.1 This policy deals with client complaints

2. Personnel responsible for this policy

- 2.1 All staff are responsible for the application of this procedure.

3. Policy

- 3.1.1. At Optimised we are committed to providing the highest quality services for our clients and continuously seek ways in which we can improve our levels of service. We understand that it is imperative to offer a high level of client service and this is demonstrated within our company values:

- 3.1.1.1. **Customer Intimate** – Deep and long-lasting client partnerships built on mutual benefit
- 3.1.1.2. **Own The Outcome** - Maintain quality standards, with the aim of improving service levels and customer value
- 3.1.1.3. **Do The Right Thing** - Uphold the highest standards of integrity even in the face of adversity
- 3.1.1.4. **Innovate** - Embrace change and constantly seek improvement
- 3.1.1.5. **Teamwork** - Big enough to be accountable and small enough to care

- 3.1.2. Should Optimised not meet your expectations we will endeavour to recognise mistakes, ensure that they are not repeated in future and ultimately improve our services.

- 3.1.3. Should you wish to make a formal complaint you can do so by completing the [contact us](#) form on our website, by telephoning us on 0333 370 202, by email to hello@optimised.net or writing to us at Optimised Group, Lancaster House, 109-112 Amy Johnson Way, Blackpool, FY4 2RP.

- 3.1.4. Should you make a verbal complaint we will document this in writing and ask you to confirm in writing that the details of your complaint have been captured correctly.

- 3.1.5. Optimised will act upon poor feedback and/or complaints with courtesy and respect by listening and responding to the views of clients and in particular responding positively. We will do this by addressing any errors, ensuring poor feedback enters the improvements and quality process and by ensuring that complaints are dealt with as promptly, efficiently and effectively as possible.

- 3.1.6. Optimised will aim to ensure that:

- 3.1.6.1. providing feedback and making a complaint is as easy as possible
- 3.1.6.2. we treat a complaint as a clear expression of dissatisfaction with our service which is met with a prompt and courteous response
- 3.1.6.3. we respond in the right way - for example, with an explanation, or an apology where we have got things wrong, or information on any corrective

action taken

- 3.1.6.4. We learn from feedback and complaints, using them to improve our service, and review annually our complaints policy and procedures.

3.1.7. The following steps will be taken as part of our complaints process:

- 3.1.7.1. Following the receipt of a complaint it will be recorded within our Quality Management Action Log
- 3.1.7.2. All complaints will be analysed by the responsible person(s) in order to determine whether a quick resolution is possible or escalation is needed.
- 3.1.7.3. The proposed resolution and timeframe will be communicated to the client as soon as reasonably possible.
- 3.1.7.4. If the client is unhappy with the proposed resolution and time frame, the complaint can be escalated (see below for further information).
- 3.1.7.5. If this is the case the responsible person(s) should inform the client that their complaint is being escalated
- 3.1.7.6. Optimised will work to resolve the complaint according to the proposed resolution and timeframe.
- 3.1.7.7. Optimised Section Heads and/or the Senior Management team are responsible for dealing with escalated complaints and will work together with the responsible person(s) to resolve the complaint to the satisfaction of both parties.
- 3.1.7.8. A copy of our complaint procedure is available on our website & can be sent free of charge via email or post.
- 3.1.7.9. If the complaint relates to a microbusiness and the complaint has not been resolved to the client's satisfaction, has been unresolved for more than 8 weeks or has been subject to a deadlock letter, then it may be further escalated via ombudsman service, the ombudsman service is impartial and free for consumers. They can be contacted via phone on 0330 440 1624, via an email to enquiry@ombudsman-services.org or via writing to Ombudsman Services: Energy, P.O Box 966, Warrington, WA4 9DF.

3.1.8. Optimised's responsibility is to:

- 3.1.8.1. acknowledge any formal complaint within 4 working days
- 3.1.8.2. respond within a stated period of time of 15 working days with either a conclusion or a further update depending on the severity of the complaint
- 3.1.8.3. deal reasonably and sensitively with the complainant
- 3.1.8.4. take action where appropriate, including any corrective action necessary to prevent recurrence

3.1.9. The complainant's responsibility is to:


- 3.1.9.1. bring their complaint, in writing, to Optimised's attention within 7 working days of the issue arising
- 3.1.9.2. explain the problem as clearly and as fully as possible with your expected

outcome

- 3.1.9.3. allow Optimised a reasonable time to deal with the matter
- 3.1.9.4. recognise that some circumstances may be out of Optimised's control

3.1.10. We will treat your information considerately and confidentially. However, we will need to share some information about your complaint with the person(s) dealing with your complaint. By making your complaint, you agree that we can share information about you and your complaint.

3.1.11. We may talk to the relevant individuals and personnel relating to your complaint so we can learn more about what happened and the circumstances. If you do not want us to share the information you have given us, please tell us straight away. Please be aware, however, that this is likely to limit our ability to investigate your complaint.

Signature: 

Date: 29 August 2022

Position: Director

Review: 28 August 2023