

Formal Complaints Process

We hope you will never need to use this document. However, at Concero we are committed to continually improving the service we offer our customers. This is why we take complaints very seriously as they can be a great tool in adapting and improving our service. If you want to raise a formal complaint, please follow the steps as detailed below.

1. For formal complaints related to tickets/technical incidents: it is imperative that the customer leaves negative feedback within our Ticket Management Software, with adequate justification & description/examples as to why negative feedback was given. Any negative feedback we receive will then be documented within our Formal Complaints Log.
2. Customers also have the option to phone the Concero office, whereby Service Desk staff will formerly document the complaint as per point 1 above. Again, adequate description and detail of each complaint needs to be provided by the customer.
3. Customers also have the option to email the Service Manager, whereby the Service Manager will formerly document the complaint as per point 1 above. Again, adequate description and detail of each complaint needs to be provided by the customer.
4. Following the reporting and documentation of complaints, any complaints received will then be will then be investigated. If the complaint is upheld, the complaint will then be escalated to the appropriate Concero employee, and actioned, until a reasonable solution is reached.
5. A reasonable solution is a solution in which both Concero and the customer who made the original complaint are in mutual agreement that a proposed solution reasonably solves the complaint. This will be agreed primarily via email.
6. If a reasonable solution to the complaint cannot be agreed upon between the two parties (Concero and the customer making the original complaint) then a visit will be scheduled with the specific purpose of dealing with the complaint raised. This meeting will be attended by the Service Manager, and potentially any other staff members Concero deems appropriate given the circumstances of the complaint in question.
7. If the complaint directly involves the Service Manager, for example the complaint is levelled against the Service Manager personally, then the complaints process, including meetings, will be handled and attended by another member of the Concero Leadership Team.
8. If the complaint is still unresolved then follow-up meetings will take place until the complaint is resolved.
9. If the complaint is still unresolved following the completion of multiple follow-up meetings, then the complaint will be escalated to the Directors of Concero. This is the final level of escalation, and the complaint will remain at this level until a final resolution is reached. The final resolution needs to be mutually agreed by both Concero and the customer who raised the original complaint.

Once complaints have been resolved they cannot be reopened. Should a customer wish to raise a subsequent complaint relating to a previous complaint that was mutually agreed as resolved, then the customer is required to open up a new complaint following the steps as detailed above (see numbers 1-9 of this document).

Complaints are dealt with on a case by case basis.

Both upheld complaints (once resolved) and discarded complaints are analysed and key learning points are extracted and documented. These key learning points are then shared amongst Concero colleagues, and any appropriate feedback is given to the customer.