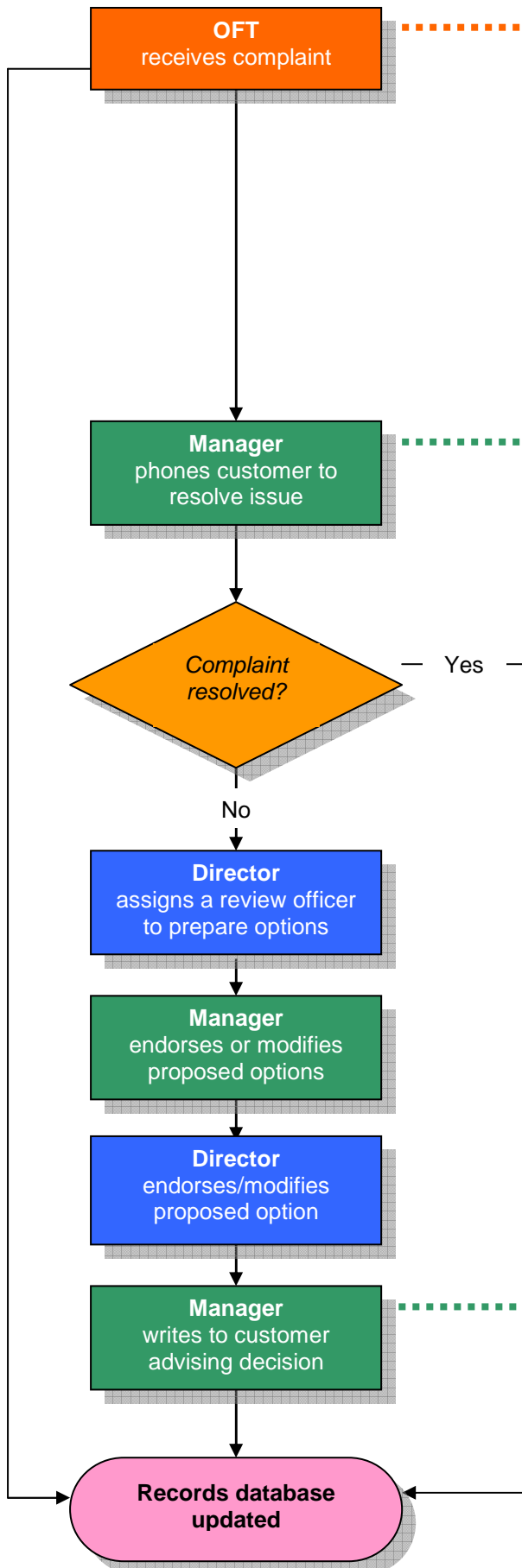


Your Opinion Counts: Customer Complaint Management



Within 1 working day of receipt

- Complaints received by mail, including web-mail, are registered on the records management system and referred to relevant business units for action
- For complaints received verbally (counter, phone or field), details are transcribed onto a **Your opinion counts** feedback form, registered and sent to the relevant manager for action
- Written customer complaints received by the Minister or Commissioner follow a separate registration and resolution procedure

Within 4 working days of receipt

- Manager or delegate phones or e-mails customer (as per channel of receipt)
- If complaint resolved or clarified to customer's satisfaction, manager ensures records management system is updated to allow complaint trend and statistical reporting to OFT Executive
- If not resolved or clarified, manager refers complaint to director for review
- Director notifies Assistant Commissioner of complaint, if appropriate
- **If phone (or e-mail contact) is not possible, manager ensures a written response is sent within 15 working days of receipt**

Director:

- Assigns an officer to review the complaint and prepare options for the relevant manager
- Ensures review takes no longer than seven working days unless approved by an Assistant Commissioner or above
- Agrees on an option and returns complaint file to manager for immediate attention
- Director notifies Assistant Commissioner of complaint, if appropriate

Within 15 working days of receipt

- Manager writes to customer advising decision – including information on alternative complaint resolution avenues where appropriate
- Manager ensures records management system is updated to allow complaint trend and statistical reporting to OFT Executive
- Where the advice to the customer is that more time is required to investigate a matter, this to be noted on the records management system