

Client complaints procedure flow diagram

Member of the public expresses dissatisfaction with the service received.



Invite complainant to discuss the issue informally. If the appropriate staff member is not available, an appointment should be made for a meeting as soon as possible.



Ask the client to detail the issue in order to establish what they would like to see happen to resolve the problem.



If there is any possibility that the complainant may have a claim against the bureau, the insurers and the CEO of the Association should be informed and the claims procedure initiated.



If the complainant cannot be satisfied with the options discussed. They should be given the option of making a formal complaint.



If an apology or the suggested actions offered satisfy the complainant, the process will cease at this point with no recourse to the formal complaints procedure.



Assist complainant to make formal complaint by giving them the Association Complaints Leaflet and explaining the process in detail, including timescales.