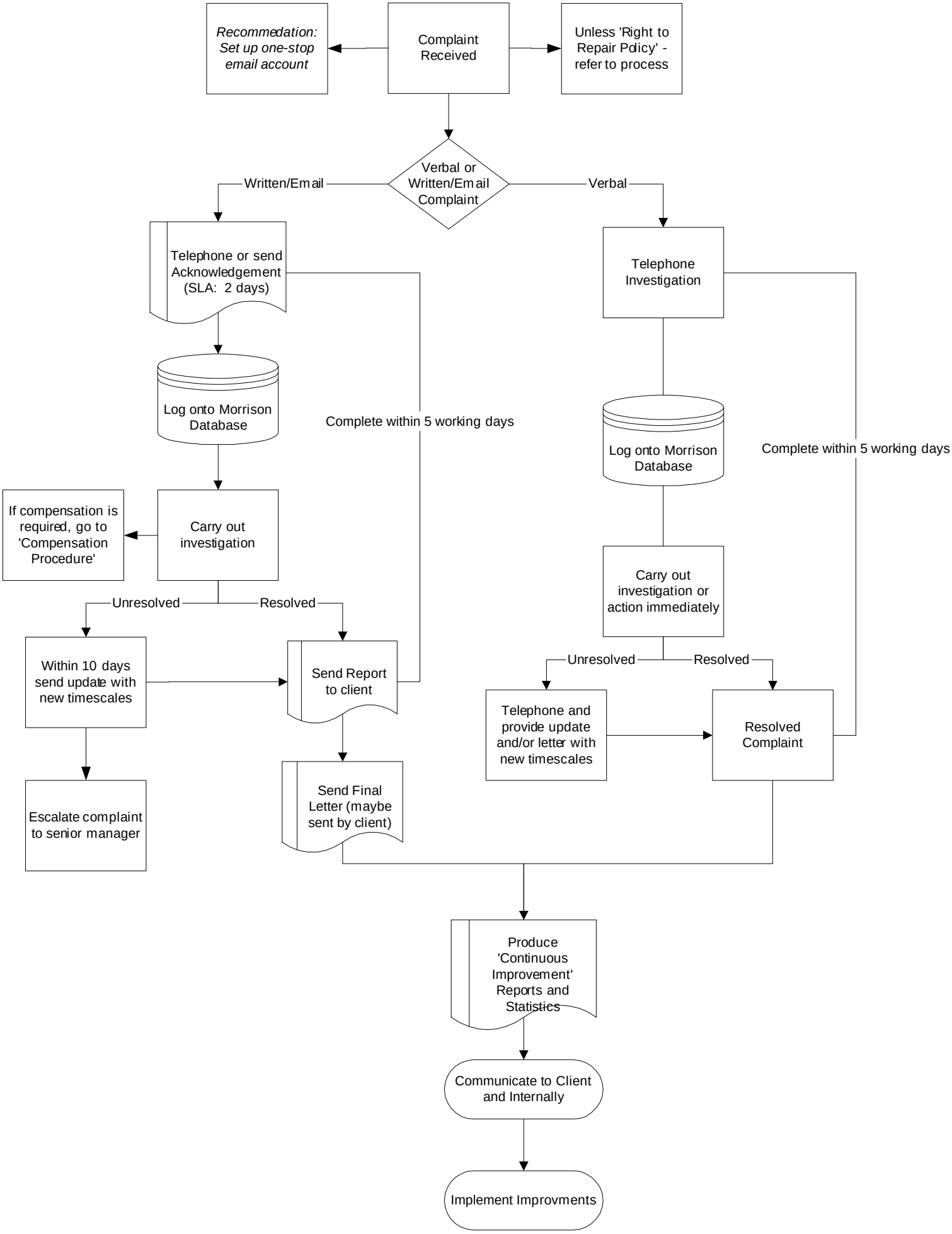
Recommedation: Set up one-stop email account
Complaint Received
Unless 'Right to Repair Policy' - refer to process
Verbal or Written/Email Complaint
Written/Email
Verbal
Telephone or send Acknowledgement (SLA: 2 days)
Telephone Investigation
Log onto Morrison Database
Complete within 5 working days
Log onto Morrison Database
Complete within 5 working days
If compensation is required, go to 'Compensation Procedure'
Carry out investigation
Carry out investigation or action immediately
Unresolved
Resolved
Within 10 days send update with new timescales
Send Report to client
Unresolved
Resolved
Telephone and provide update and/or letter with new timescales
Resolved Complaint
Escalate complaint to senior manager
Send Final Letter (maybe sent by client)
Produce 'Continuous Improvement' Reports and Statistics
Communicate to Client and Internally
Implement Improvments