

QPP/101 Feedback & Complaints Management

Quality Policy & Operating Procedures (QPP)

Monsoon Group Limited

5.1 Scope

The successful completion of any report or specification relies on the customer commenting on the technical and operational contents of these reports and specifications.

QP/1 01 has been designed to ensure that any customer feedback and complaints raised against Monsoon Group Limited reports, documents or specifications are adequately reviewed, appropriate action is taken and trends analysed.

The Quality Manager (in consultation with the Company Secretary) is responsible for maintaining quality records demonstrating conformance to the requirements and the effective operation of the QMS.

We here include a Section to simplify and use with our customers based on the **The Property Ombudsman Model** to ensure full compliance with their redress scheme, which fits within our overall complaints processing policy and procedure.

This process is based on the ISO 9001:2015: Quality Management Systems Requirements standard as well as incorporating regulators and redress schemes as appropriate and depends of information flow from and to the customer.

MONSOON GROUP LIMITED

IN-HOUSE COMPLAINTS PROCEDURE - INFORMATION TO CUSTOMER

We are committed to providing a professional service to all our clients and customers. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

If you have a complaint, please put it in writing, including as much detail as possible. We have eight weeks to consider your complaint. If we have not resolved it within this time you may refer your complaint to The Property Ombudsman.

What will happen next?

- We will send you a letter acknowledging receipt of your complaint within three working days of receiving it, enclosing a copy of this procedure.
- We will then investigate your complaint. This will normally be dealt with by the office manager who will review your file and speak to the member of staff who dealt with you. A formal written outcome of our investigation will be sent to you within 15 working days of sending the acknowledgement letter.
- If, at this stage, you are still not satisfied, you should contact us again and we will arrange for a separate review to take place by a senior member of staff.
- We will write to you within 15 working days of receiving your request for a review, confirming our final viewpoint on the matter.

If you remain dissatisfied, you can then contact The Property Ombudsman to request an independent review:

The Property Ombudsman Ltd
Unit 159756 PO Box 7169
Poole, BH15 9EL
Tel 01722 333 306 www.tpos.co.uk

Please note the following:

You will need to submit your complaint to The Property Ombudsman within six months of receiving our final viewpoint letter, including any evidence to support your case.

The Property Ombudsman requires that all complaints are addressed through this in-house complaints procedure, before being submitted for an independent review.

MONSOON GROUP LIMITED
Trading & Correspondence Address: Unit 2, 82-84 Turnpike Lane, London, N8 0PR
T 020 8347 5999 - E info@monsoongroup.co.uk
Registered Address: Unit 2, 82-84 Turnpike Lane, London, N8 0PR
Registered in England & Wales – Company No. 11591841

MONSOON GROUP LIMITED

IN-HOUSE COMPLAINTS PROCEDURE - INFORMATION FROM CUSTOMER

We are committed to providing a professional service to all our clients and customers. When something goes wrong, we need you to tell us about it, or advise of feedback that may benefit the customer relationship. This will help us to improve our standards and benefit the service to the customer and the reputation of Monsoon. **This process will be enhanced by good interactive information flow from and to the customer.**

Where a matter becomes complex or legal such that a **Bundle** is necessitated to assist a Redress Scheme e.g. The Property Ombudsman or other Parties, the Customer is requested to provide a Bundle fully paginated and in chronological order as a cross check back to Monsoon records, together with a Summary of the Issues referenced to the Bundle.

It is requested that the Complaint or Feedback be kept simple, both precise and concise, with one Summary and Bundle for each Property, as each property will invariably have unique circumstances.

The Complaint or Feedback must be typed and fully legible, such that it is capable of being processed and recorded in digital form.

This approach would in turn enable the matter to be processed at Trading Standards, or Court or otherwise if that became necessary as the matter developed.

The Complaint or Feedback should also be signed and dated by an appropriate person including their name in block letters.

Monsoon would then in turn support management and completion of any such Bundle to provide a complete as far as possible to any appropriate Redress Scheme, or Trading Standards, or Court.

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5.2 Flowchart

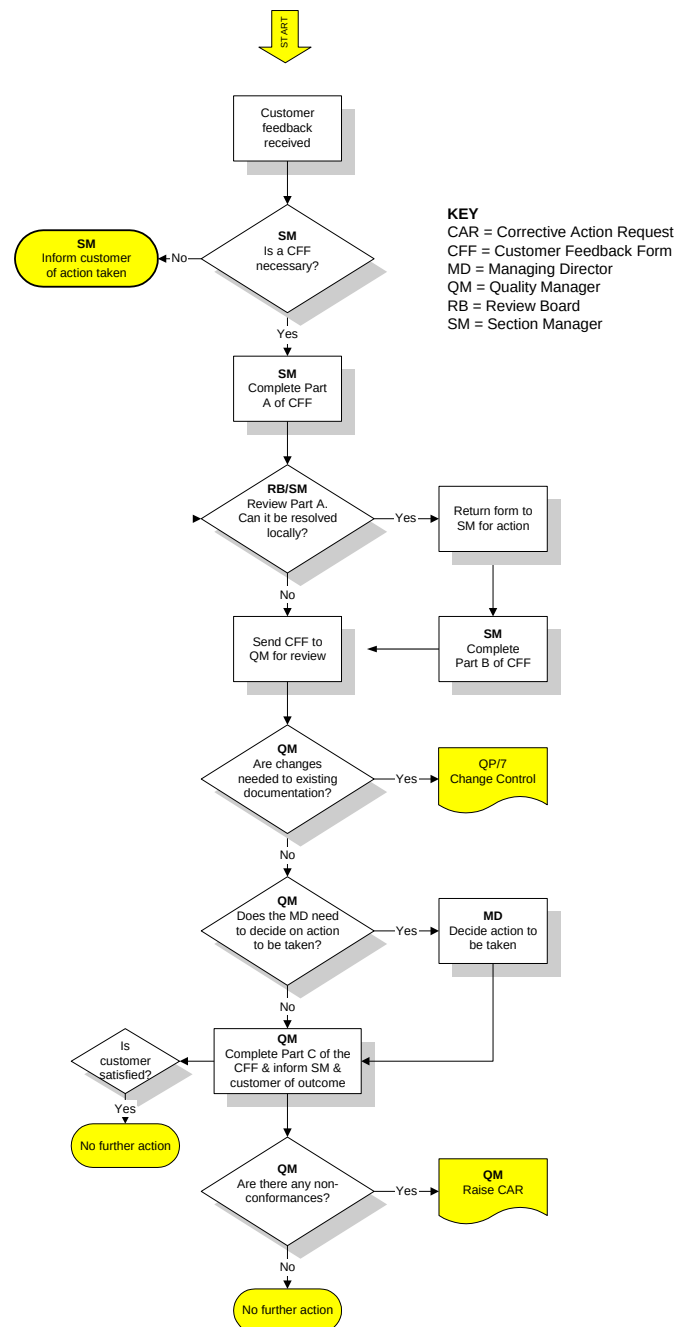


Figure1: Customer feedback flowchart

5.3 Initiation and assessment

All customer feedback including complaints received by the company office shall (following registration) be directed to the appropriate Section Manager for assessment.

Unless the issue raised by the customer is of a minor nature (e.g. a grammatical or typographic error) or a request for information that can be dealt with directly, the Section Manager shall initiate a Customer Feedback Form (see Annex A).

The Section Manager initiating a Customer Feedback Form shall ensure that:

- there is sufficient detail in Part A for the problem to be self-explanatory;
- customer details are included;
- any related documents are attached.

The form shall then be signed, dated and forwarded for review.

5.4 Initial review

The review shall be made either by the initiating Section Manager or referred to an internal section or QMS Review meeting for discussion. The review procedure shall ascertain if the problem can be resolved locally and if so, to agree the appropriate action required.

The Initial Review will in essence provide a simple **Checklist** to itemise important response points to a complaint or subsequent related communications received. This is also intended to provide proper linkage to Legal Review where such is necessary and to minimise Legal Review costs.

5.5 Local action

If it is agreed that action shall be taken locally, then the Section Manager is responsible for ensuring that it is carried out and the results are detailed in Part B of the Customer Feedback Form. In taking action, full consideration shall be given to the root cause of the problem and how this may be resolved.

This form shall then be signed and dated, with copies being forwarded to the Quality Manager.

If it is agreed that action shall **not** be taken locally, the original of the form shall be forwarded to the Quality Manager. Local recommendations may be made in Part B by the Section Manager if considered necessary and relevant.

Note: Where deemed appropriate by the Quality Manager, Legal Review by a Chartered Secretary or Solicitor will also form part of the process

5.6 Action taken by the Quality Manager

The Quality Manager shall review all forms received. Where action has been taken locally, the Quality Manager shall check that the action taken:

- is adequate;
- has no implications for other sections;
- has no implications on the Monsoon Group Limited QMS.

Where action has not been taken locally, the Quality Manager shall review the problem and decide if it necessitates action through a change control procedure (as described in Change Control) or consideration by the Managing Director.

The Quality Manager shall ensure that at all times the review considers the root cause of the problem and how this may be resolved.

Upon completion of the appropriate action, the Quality Manager shall ensure that Part B and Part C of the form are completed and that the original (or copy) is returned to the Section Manager who initiated the form.

5.7 Analysing non-conformances

The Quality Manager shall regularly review all Customer Feedback Forms to detect any trends that may have a detrimental effect on a project. When such a trend is found, the Quality Manager shall raise a Corrective Action Report (available from the Company Secretary) for review by the Managing Director.

5.8 Customer interface

The Quality Manager and/or Section Manager shall ensure that the customer, having made an enquiry, is kept informed of progress. They shall also seek comments from the customer on any action implemented.

5.9 Quality records

To ensure traceability and quality control, all records appertaining to customer feedback (and/or complaints) shall be retained by the Quality Manager in a separate quality file.

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QP/5 Annex A - Customer Feedback Form

Customer Feedback Form

Ref No:		No of attached sheets:	
Customer:			
Related documents:			

Part A

Nature of feedback/complaint			
Input:		Face to face/letter/fax/phone/e-mail (delete as appropriate)	
Signed:		Name:	Date:

Part B

Action to be taken (Section Manager/Review Board)			
Date action completed			
Signed:		Name:	Date:

Part C

Review by Quality Manager:			
Refer to Managing Director?	Yes//No (delete as appropriate)	Raise CAR?	Yes/No (delete as appropriate)
		CAR No:	
Signed:		Name:	Date:

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