

North Staffordshire Chamber of Commerce & Industry

CUSTOMER SERVICE – POLICIES AND PROCEDURES

Policy

The North Staffordshire Chamber of Commerce and Industry is committed to providing the highest standards of service. Feedback, both good and bad, is welcomed as an opportunity to improve.

All complaints are forwarded to the Chief Executive who ensures that they are investigated thoroughly, within specified deadlines, and that swift and effective action is taken wherever appropriate to address issues raised.

The Chamber's Board and Management Team consider, on a quarterly basis, details of complaints which have been received, action taken as a result and speed of response.

All compliments and testimonials are also forwarded to the Chief Executive who will use them appropriately to praise and reward individuals, to promote Chamber services and to complement good practice elsewhere.

Complaints Procedure

1. The person receiving the complaint will complete Box A of the official Complaint Form which is available from either the Chief Executive's PA or downloadable from the Noticeboard folder on the computer network.
2. The form will then be forwarded, within 24 hours, to the Chief Executive.
3. The Chief Executive will write to the complainant acknowledging his/her complaint within three working days of its receipt.
4. The Chief Executive's PA will record the complaint in the Complaints Log and, where appropriate, on the membership database.
5. The Chief Executive will forward a copy of the Complaint Form to the appropriate manager for investigation within 24 hours of having received it.
6. The manager will complete Box C of the Complaint Form, commenting on the validity of the complaint and giving details of any action to be taken to address the complaint. They will then, within seven working days of having received it, return the Complaint Form to the Chief Executive, attaching a draft letter to be sent to the complainant advising him/her of the outcome of the investigation.
7. The Chief Executive will complete Box D of the Complaint Form to confirm whether or not the complaint has been resolved satisfactorily. If yes, the Chief Executive will write to the complainant advising him/her of the outcome of the complaint. This will be within three weeks of receipt of the complaint. If no, the Chief Executive will decide what further action needs to be taken.
8. The Chief Executive's PA will ensure that updated details are recorded in the Complaints Log and, where appropriate, the membership database.
9. The Chief Executive will prepare a quarterly report for the Management Team and Chamber Board which will include the number and type of complaints received, resultant action and response rates.

Compliments Procedure

1. The person receiving a written compliment or testimonial will forward it to the Chief Executive who will respond to the writer.
2. The Chief Executive will consider whether the compliment is about (i) a standard of performance which is exemplary, but nevertheless expected from staff, or (ii) a level of performance which is above and beyond what might normally be expected from an individual's job description.

The Chief Executive may acknowledge the outstanding performance by:-

- (i) Putting a note in the individual's personnel file;
- (ii) Supporting peer recognition by advising other staff members of the incidence of excellent performance;
- (iii) Considering, at his discretion, some token of reward (this may, for example, include giving vouchers, additional paid leave, etc);
- (iv) Reporting examples of outstanding service to the Board;
- (v) Using examples of excellent service in promotional material, including the Annual Report, Focus, etc.

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