

# Complaints Policy

## Overview

CIGRE UK believes that if a member or non-member attending a CIGRE UK event wishes to make a complaint or register a concern they should find it easy to do so. It is each establishment's policy to welcome complaints and look upon them as an opportunity to learn, adapt, improve and provide better services. This policy is intended to ensure that complaints are dealt with properly and that all complaints or comments are taken seriously.

CIGRE UK believes that failure to listen to or acknowledge complaints will lead to an aggravation of problems and dissatisfaction. CIGRE UK also understands the concept that most complaints, if dealt with early, openly and honestly, can be resolved and corrected for the future and lead to a positive customer outcome.

## Aim

The aim of CIGRE UK's complaint policy is to ensure that its complaints procedure is properly and effectively implemented, and that member and non-members alike feel confident that their complaints and worries are listened to and acted upon promptly and fairly.

## Complaints Procedure

### Verbal complains

- Details of complain recoded along with attendee's name and contact details
- Implement change of action with immediate effect to resolve complaint if possible.
- If immediate action for resolution unavailable i.e. complaint given at the end of the event raise the highlighted complaint with the event team & the complaints individual at CIGRE UK to:
  1. issue appropriate apology to the attendee
  2. ensure a plan of action is implemented to prevent the complaint and dissatisfaction from reoccurring

### Written Complaints

- When complaints are received in writing they are to be passed to the named complaints individual who will record it and send an acknowledgment back in writing within 2 working days.
- If necessary, further details should be obtained from the complainant.

- An investigation should be made in to the complaint speaking to other relevant parties if required
  1. After the investigation an appropriate apology to the attendee should be issued acknowledging the concerns raised and how these have been resolved in this case and for future cases.
  2. Implement new procedures to ensure no reassurance of the core issue and therefore complaint.

## Feedback results

- Yearly membership feedback forms are issued to all CIGRE UK members. These forms cover wide topics however questions are also posed for event regarding their success, overall feedback and also future suggestions.
  - The responses from this process are reviewed at the annual general meeting to ensure customer satisfaction.

## Review

Policy reviews are to be undertaken annually as part of the annual general meeting, which will pull information and data from the membership feedback program in operation.

**Authorised by:** Chairman of CIGRE UK National Committee

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**Date:** 17.2.2019

**Signature:** 