

# CIGRE UK Complaints Policy

## Document history and status

Revision	Date	Description	By	Reviewed	Approved
0	31/03/2021	First Issue	Martin Ansell	John Finn	

# CIGRE UK Complaints Policy

## Overview

CIGRE UK believes that if anyone, member or non-member involved with CIGRE UK activities wishes to make a complaint or register a concern they should find it easy to do so. It is CIGRE UK'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 outcome for all concerned.

## Aim

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

## Complaints Procedure

### Verbal complaints

- Details of the complaint are recorded along with the complainant's name and contact details
- Implement change of action with immediate effect to resolve complaint whenever possible.
- If immediate action for resolution is not possible raise the highlighted complaint with the complaints individual at CIGRE UK (CIGRE UK Secretary) to:
  1. ensure a plan of action is implemented to investigate the complaint in order to prevent the complaint from reoccurring.
  2. issue apology or explanation to the complainant as appropriate.

### Written Complaints

- When complaints are received in writing they are to be passed to the named complaints individual (CIGRE UK Secretary) 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 issue an apology or explanation as appropriate to the complainant acknowledging the concerns raised and how these have been resolved in this case and for future cases.
2. Implement new procedures, if appropriate, to ensure no reoccurrence of the core issue and therefore complaint.

## **Investigation Procedure**

- The procedure to be adopted to investigate a complaint shall be decided on a case-by-case basis dependent on the nature of the complaint.
- The investigation shall always be carried out by more than one officer of CIGRE UK.
- If considered necessary an independent review of the findings of the investigation committee may be sought.

## **Feedback results**

A register of all complaints shall be kept and the details including status of all complaints reported at an annual executive meeting to ensure complaints are being dealt with fairly, effectively and quickly.

## **Review**

Policy reviews are to be undertaken annually as part of an annual executive meeting.