

## Formal Complaints Process

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We hope you will never need to use this document. However, at Concero we are committed to continually improving the service we offer our customers. This is why we take complaints very seriously as they can be a great tool in adapting and improving our service. If you want to raise a formal complaint, please follow the steps as detailed below.

### **Logging a Complaint**

Regardless of how a complaint is logged, adequate description and detail of each complaint needs to be provided by the customer.

1. For formal complaints related to tickets/technical incidents: it is imperative that the customer leaves negative feedback within our Ticket Management Software.
2. Customers also have the option to phone the Concero office, whereby Help Desk staff will formally document the complaint as per point 1 above.
3. Customers also have the option to email the Customer Experience Manager, whereby the Customer Experience Manager will formally document the complaint as per point 1 above.

### **Investigation & Resolution**

4. Following the reporting and documentation of complaints, any complaints received will then be investigated. If the complaint is upheld, the complaint will then be escalated to the appropriate Concero employee, and actioned, until a reasonable solution is reached.
5. A reasonable solution is a solution in which both Concero and the customer who made the original complaint are in mutual agreement that a proposed solution reasonably solves the complaint. This will be agreed primarily via email.
6. If a reasonable solution to the complaint cannot be agreed upon between the two parties (Concero and the customer making the original complaint) then a visit will be scheduled with the specific purpose of dealing with the complaint raised. This meeting will be attended by the Customer Experience Manager, and potentially any other staff members Concero deems appropriate given the circumstances of the complaint in question.
7. If the complaint directly involves the Customer Experience Manager, for example the complaint is levelled against the Customer Experience Manager personally, then the complaints process, including meetings, will be handled and attended by another member of the Concero Leadership Team.
8. If the complaint is still unresolved then follow-up meetings will take place until the complaint is resolved.
9. If the complaint is still unresolved following the completion of multiple follow-up meetings, then the complaint will be escalated to the Directors of Concero. This is the final level of escalation, and the complaint will remain at this level until a final resolution is reached. The final resolution needs to be mutually agreed by both Concero and the customer who raised the original complaint.

**Reopening resolved complaints**

Once complaints have been resolved they cannot be reopened. Should a customer wish to raise a subsequent complaint relating to a previous complaint that was mutually agreed as resolved, then the customer is required to open a new complaint following the steps as detailed above (see numbers 1-9 of this document).

Complaints are dealt with on a case-by-case basis.

Both upheld complaints (once resolved) and discarded complaints are analysed, and key learning points are extracted and documented. These key learning points are then shared amongst Concero colleagues, and any appropriate feedback is given to the customer.

**Key Contact Information**

**Portals:**

Business Customers: <https://help.concero.technology>

Education Customers: <https://help.concero.education>

**Telephone Number:**

0333 111 0004

**Implementation and Policy Management**

This Formal Complaints Process shall be deemed effective as of 2 April 2025.

A formal review of this process will occur every three years unless there is a significant change in relevant legislation which triggers a review before then. You will be notified in advance in the event of such changes.

**Version and Revision History**

Version	Date Reviewed	Author	Summary of Revisions
1.0	18 March 2021	HRock	New version
2.0	2 April 2025	M Setchell/ZRoberts	Format/rebrand revision.