



Ixion Group

**Customer Complaints Policy
and Procedure**

PURPOSE AND BACKGROUND

Ixion Holdings Limited (hereafter referred to as Ixion or “we”) is committed to providing an excellent service. However we recognise that sometimes customers will feel they have cause to complain about the service.

We encourage all feedback from customers, including complaints, and have developed a Complaints Policy and associated Complaints Procedure. Our Complaints Policy explains our broad approach to handling all complaints. Our Complaints Procedure provides clear information on how individual complaints will be handled.

Customer Charter

We aim to ensure that all our customers are made to feel welcome and valued and are treated with courtesy and respect.

To ensure our customers get the best possible service we:

Flexible – deliver tailored advice and service based on excellent customer understanding.

Impartial – are dedicated to providing the best solution for our customers, based on our unbiased approach.

Driven – are passionate about supporting small and medium enterprises and feeling a part of their success.

Fair and Inclusive – recognise that we have a range of customers with differing needs and aim to ensure that they are always treated fairly and consistently.

POLICY

Complaints are a statement of dissatisfaction from a customer about Ixion’s services. We regard the following as examples of complaints:

- Failure to provide a service
- Delay in providing a service
- Poor quality of service
- Unacceptable behavior by staff, contractors or board/committee members
- Dissatisfaction with a decision
- Dissatisfaction with a policy or procedure
- Misleading information
- Failure to meet contractual or statutory responsibilities

Ixion aims to resolve complaints quickly, fairly and effectively. We will:

- Aim to put things right quickly for our customers when they go wrong.

- Keep our customers informed of the progress of their complaint and the results of any investigation.
- Seek to learn from each complaint to improve future performance.
- Set performance targets for responding to complaints and monitor our performance against these targets.
- Advise our customers of their right to complain to the appropriate funding or statutory body (e.g. Department for Work and Pensions), if they remain dissatisfied after their complaint has been through all stages of the internal Complaints Procedure.

PROCEDURE

If you are unhappy with any aspect of Ixion's service - whether it is the learning experience, assessment, the support you are receiving or about staff or the organisation itself - we promise to take your complaint seriously and confidentially. We also aim to resolve your complaint as quickly as possible.

If you have a complaint about any decision that we have made that affects you - for example, if you feel that you have received the wrong grade for an assessment - you should use the Appeals Procedures. For all other issues and grievances, use this Complaints Procedure.

Any personal information that you provide us during the making of a complaint, will be stored in accordance with the Data Protection Act 1998. It will be kept confidential and processed solely in connection with the complaints process.

Stage 1: Informal Complaints Procedure

Customers should, in the first instance, raise their grievance or complaint with the centre or project manager. The manager will endeavour to resolve the matter quickly, and to the satisfaction of the customer.

If it is not possible for the customer to talk to a manager on-site, they will be given the opportunity to speak to another member of staff from the Senior Management Team on the telephone. This member of staff will also try and resolve the matter quickly and to the satisfaction of the customer.

For internal quality and compliance purposes, the manager will keep a record of this incident and how it was resolved.

If the manager cannot resolve the complaint to the satisfaction of the customer, then the customer will be given information on how to make a formal complaint, which will be handled by the Group Quality Manager.

Stage 2: Formal Complaints Procedure

The formal complaints procedure should only be used where the complainant feels that the nature of the complaint is too serious to be dealt with informally, or where a satisfactory conclusion has not been reached after following the informal procedure.

The customer must make a formal complaint in writing to the Group Quality Manager at Ixion Group, London House, 111 New London Road, Chelmsford, CM2 0QL, or the letter can be emailed to info@ixionholdings.com.

The customer should include the following information:

- Name and address, telephone and email contacts;
- A full description of the complaint; including the date, time, place and person(s) involved,
- Copies of any relevant correspondence about the complaint (but this is not essential);
- The name of the person who you spoke to initially, and when, to help us find any relevant papers;
- Details about what has gone wrong or has not been handled properly;
- An explanation of how you would like us to resolve your complaint.

An initial response to any complaint can be expected within seven days of receipt by the Group Quality Manager. A full and considered response to the complaint should be completed within 30 days, and any subsequent remedy implemented with the minimum of delay.

COMPLAINTS AGAINST CONTRACTORS

Ixion has a Code of Conduct which each contractor has to sign, stating that employees of that company (and any sub-contractor) will conduct themselves in a professional and competent manner, and provide excellent customer service. It lists the expectations we have for anyone working in our supply chain.

If a contractors' employee fails to comply with the Code of Conduct, this Complaints Policy and associated procedure will be followed and investigations will take place with the contractor. The course of action taken if the complaint is upheld will depend on the nature of the complaint, but it would be expected that redress would come from the contractor rather than from Ixion.

MONITORING

Ixion is committed to continuous improvement in service delivery. Our Service Standards for Complaints are:

- We will make it easy and straightforward for you to make a complaint.
- We will endeavour to respond to your complaint within the published timescales and keep you informed.
- We will ensure you have a full explanation to your complaint in your preferred format.
- We will tell you if changes have been made to services following your complaint.

As part of this commitment, a quarterly monitoring report will be prepared for the Senior Management Team. We will also ask for feedback on how we handled the complaint and use this information to improve our services.

We will review our Complaints Policy and Procedure at regular intervals.

RESPONSIBILITIES

The Senior Management Team and all those in managerial or supervisory roles are responsible for developing and encouraging good customer care practice within their teams. Compliance with the Customer Complaints Policy and Procedure is the responsibility of all employees of the Company.

Training will be provided for staff to ensure they have a clear understanding of their responsibilities within the complaints procedure.

COMMUNICATION

Our Customer Complaints Policy is available in hard copy. Please contact the HR Manager on 01245 241 425 if you wish to access this document in another format.

EQUALITY & DIVERSITY

Customers have a right to express dissatisfaction with the services they receive from Ixion. Customers using this policy can expect to be treated fairly and without discrimination.

The Company has an Equality & Diversity Policy that covers all aspect of equalities. This policy has been subject to an Equality Impact Assessment.



The Company will ensure that this policy is accessible to all customers and service users.