

QUALITY ASSURANCE MANAGEMENT SYSTEM

Controlled Document
CSE QP05



QP05 Complaints Policy

The Customer Service Excellence/Charter Mark team aims to give a high standard of service to its applicants. If you wish to comment on or are unhappy with any aspect of our service, please let us know. We will try to respond to queries and resolve any difficulties as quickly as we can.

Complaint about the CSE team

How to Complain

If you want to make a complaint, follow the steps set out below. We hope that any issues can be dealt with quickly and fairly. However, we are aware some issues may be more complex, so we have built in to our system an Independent Panel who will when called upon make a final and fair judgement.

Contact details: Jane Warner Quality Manager, Customer Service Excellence, G4S Assessment Services, Security House, Alexandra Way, Ashchurch Business Centre, Tewkesbury, Glos, GL20 8NB
Tel: 0845 300 5172

Email: cse@uk.g4s.com

Stage 1

If you wish to make a complaint, contact us with your concerns. We will receive complaints in writing, by fax or by email. You will receive a response within 2 working days acknowledging your letter. Your concerns will be investigated and you will receive a full response within 15 working days. If for any reason we are unable to do this, we shall inform you of that fact in an explanatory letter. If you are not satisfied with the outcome you will have 7 days in which to state that. We shall then proceed to:-

Stage 2

Your complaint will be put before our Independent Panel, which will consist of Key Stakeholders within the Customer Service Excellence/Charter Mark process. You will receive a report from this Panel within 28 days.

Complaint from a User about a Customer Service Excellence/Charter Mark Holder

On receipt of a complaint about a Customer Service Excellence/Charter Mark holder we will seek permission from the complainant to copy this to the holder organisation. (Please refer to our [Confidentiality Policy](#)). If this permission is not given we will be unable to respond to the issues highlighted in the complaint. Once permission is given we will seek a response from the holder within 7 working days.