

# CUSTOMER TREATMENT POLICY AND PROCEDURE

## 1.0 Introduction

This document outlines the policy objectives for complaints received from Magic Man customers, and the internal procedure for handling and resolving such complaints.

## 2.0 Customer Treatment Principles

Magic Man aims to provide customers with the very best level of service. Our goal of complete customer satisfaction is demonstrated by the commitments outlined below:

- Customer Care will be provided in a professional manner by well-trained and knowledgeable staff.
- We will deal with any problems promptly, listening attentively to customers when they express dissatisfaction or complain.
- All Customers will be treated courteously with honesty and respect, with a view to establishing a close working relationship.
- All customers are made aware of the terms and conditions of the work undertaken by Magic Man Ltd. No costs will be incurred without the customers' prior knowledge.
- Understand the priorities of our customers.
- Each customer will receive the same treatment at enquiry, service and post-repair care.
- Deliver a level of service to satisfy or exceed our customer's requirements.
- Utilise customer feedback to improve the way we work.
- All customers are made aware of the terms and conditions of the work undertaken by Magic Man Ltd. No costs will be incurred without the customers' prior knowledge.
- Following any repair work, the customer must be given a fair opportunity to either complain regarding a service deficiency or register a case of poor workmanship within an acceptable period of time following the completion of the works.

## 3.0 Complaint Procedure Objectives

Prepared By	Reviewed By	Approved By	1
Duncan Bardsley	Keith Phillips	Mark Henderson	June 2021

Magic Man has specific objectives with regard to the receiving and handling of complaints:-

- To provide a fair complaints procedure for customer and clients.
- To publicise the existence of our complaints procedure so that existing and prospective customers know how to make a complaint;
- To make sure everyone at Magic Man Limited knows what to do if a complaint is received;
- To make sure all complaints are investigated in a timely way;
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired; and
- To gather information which can be used to improve the quality of work delivered.

#### 4.0 Definition, Sources and Confidentiality

Definition of a Complaint: A complaint is any expression of dissatisfaction about any aspect of the service provided by Magic Man Limited.

Sources of complaints: Complaints, whether verbal, by phone, email or letter, may come from any person or organisation who has used Magic Man Limited's services.

Confidentiality: All complaint information will be handled confidentially and be subject to current regulations on data protection.

Customer detriment: A definition of 'Customer Detriment' is defined as "Consumer loss, distress or inconvenience due to breaches of regulatory or internal requirements or duty to act fairly and reasonably."

#### 5.0 Receiving Complaints

Complaints may be received via a number of routes, for example, through face-to-face contact, via phone, letter or email. While the majority of complaints received will go directly through to the Customer Complaint Department, occasionally, other Magic Man staff may be required to receive the initial complaint.

Members of staff receiving the initial complaint shall:-

- Request the complainant's name, address (including postcode), email address and telephone number.
- Write down any details/information offered by the complainant. If photographs are available request that they are sent to [customercare@magicman.co.uk](mailto:customercare@magicman.co.uk).
- If the customer is making the complaint by phone, the staff member can request that the complainant puts their complaint in writing (emails/letter) to [customercare@magicman.co.uk](mailto:customercare@magicman.co.uk) or C/O Customer Care, Gordon House, 15 Gordon Road, Portslade, BN41 1GL.

Prepared By	Reviewed By	Approved By	1
Duncan Bardsley	Keith Phillips	Mark Henderson	June 2021

- The staff member receiving the initial complaint shall not get into a discussion with the customer/client about the nature of the problem or speculate as to what may be the cause or solution. They shall inform that complainant/client that the matter will be passed to the Customer Care Manager.
- Within 24 hours, the staff member who received the initial complaint should notify the Customer Care Manager and pass on the complainant's contact details and any other information relevant to the nature and circumstances of the complaint.
- Where applicable (client specific) if a complaint cannot be resolved by close of business on day 2 then it must be referred to the (client specific) customer care team
- The Customer Care Manager may contact the complainant to request additional information, such as photographs and also explain that Magic Man has a complaint handling process.
- The Customer Care Manager will inform the complainant that an initial decision/recommendation will be made within four (4) working days.
- The Customer Care Manager shall determine the complainant's relationship with Magic Man Limited:-
  - Domestic customer (direct)
  - Domestic customer (indirect, work arranged via a third-party company)
  - Commercial customer
  - Construction customer
  - Insurance customer

## 5.0 Complaint Handling Process

- i) The complaint details will be recorded on the 'Non-Conformance Spreadsheet' located in the 'Company Shared Drive' folder → 'Customer Care' sub-folder.
- ii) Once all the relevant information has been received the complaint will be reviewed by the Customer Care Manager alongside the Technical Manager.
- iii) The aim of the review is to come to an initial finding which will be either:-
  - A recommendation to return to the site free-of-charge (FOC) to undertake further repair/remedial work;
  - A decision that the failed repair is due to post-repair cleaning or inappropriate treatment by the customer/client.
- iv) The recommendation/decision will be conveyed to the customer/client by email.
- v) If the customer/client finds the recommendation/decision unacceptable, the matter is escalated further to the Office Manager and the National Fields Operations Manager.

Prepared By	Reviewed By	Approved By	1
Duncan Bardsley	Keith Phillips	Mark Henderson	June 2021

- vi) If the Office Manager and National Fields Operations Manager cannot determine a course of action that is satisfactory to Magic Man and the customer/client, the matter is further escalated to the CEO, General Manager and the Head of Technical Services.

**5.1 Warrantee Repairs**

For insurance cases where the policyholder/customer is unable to send through photographs, Magic Man notifies the insurance company that a complaint has been received directly from the complainant. The insurance company may then authorise Magic Man to return to the site to undertake an inspection.

If the inspection by the technician determines that the repair was sub-standard, the visiting technician will either:-

- Undertake a repair, if time permits; or
- Arrange/book another site visit.

If the technician feels that the problem is not related to the quality of the initial repair, they will photograph the work and submit a written report to the Customer Care Manager. The technician's report will be reviewed by the Customer Care Manager and the Technical Manager, the core details of which will fed-back to the insurer for their consideration.

<b>Prepared By</b>	<b>Reviewed By</b>	<b>Approved By</b>	<b>1</b>
<b>Duncan Bardsley</b>	<b>Keith Phillips</b>	<b>Mark Henderson</b>	<b>June 2021</b>