



# Emergency Services & Training

## Customer Compliments, Comments and Complaints Policy



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<b>Purpose:</b>	To improve our services by listening to our customers in a fair, efficient and professional manner, and addressing any compliments, comments, complaints or questions to the satisfaction of all customers.		
<b>Audience:</b>	Our employees and anyone working on behalf of Babcock, within our government funded work-based training capabilities. This policy should also be shared with our learners, employers and those representing Babcock through sub-contracted provision.		
<b>Scope:</b>	Customer care and customer service principles and standards.		
<b>Version:</b>	6	<b>Issue date:</b>	01/02/2019
<b>Last modified:</b>	01/08/2018	<b>Review due:</b>	02/01/2020
<b>Reference number:</b>	C127		
<b>Cross-referenced policies:</b>	C002 Equality, Diversity and Inclusion Policy, for Babcock employees C002t Equality, Diversity and Inclusion Policy, relating to Babcock customers C617 Customer Support Policy C439 Employer Engagement Strategy C922 Teaching, Learning and Assessment Policy C223 Disciplinary Policy C224 Grievance Policy C017 Anti-Bullying and Harassment Policy C005 Fairness and Dignity Policy C197 Health & Safety and Welfare and Safeguarding Policy, relating to Babcock learners BIG Code of Conduct Policy BIG Whistle Blowing Policy		
<b>Further information:</b>	Please contact your Trainer for more information on our commitment to customer care.		

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## Policy statement

Our market-leading reputation is based on our key value: Babcock is a partner which can be “trusted to deliver”™. As an organisation we are committed to providing a customer-focused range of services aligned to our guiding principles of ‘being Babcock’. These include:

- Respect people and value their diversity.
- Build great relationships based on trust.
- Always strive to deliver.
- Never compromise on Health & Safety.
- Thrive on complexity.
- Challenge ourselves and each other.
- Safeguard our customers’ reputations.
- Trust our people to deliver.

We are committed to listening and responding to our customers, employees, associates and partners, to offer choice, access and flexibility. We aim to improve our services through customer feedback - positive or negative – and always welcome the opportunity to put things right if a problem has occurred.

## Our promise to you

All Babcock employees are responsible for providing a fair, efficient, caring and professional service, at all times. To meet these responsibilities we will respond to you:

- Quickly.
- Fairly.
- In a courteous, attentive and helpful manner.

## Customer service principles

We will always:

- Be open, honest and fair in our response.
- Ensure that our employees take responsibility for resolving or dealing with your compliment, comment, complaint or question, or that they refer it to an appropriate colleague.
- Keep you informed of what is happening.
- Explain our decisions.
- Act in accordance with the law.



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- Record and monitor compliments and complaints; sharing and addressing issues as appropriate.
- Handle your personal information with care, in accordance with the law and data protection legislation, and make our Information Charter accessible.
- Treat your compliment, comment, complaint or question confidentially.

All feedback is evaluated and acted upon in order that we are able to make further improvements to services and to ensure best practice is shared.

We have a range of customer care standards and these are summarised below:

## Our quantitative customer care standards:

### How to make a compliment, comment, complaint or other contact

- You may contact us in whatever form is appropriate for you - see How to Contact Us below. We will acknowledge receipt and will keep you informed of progress towards a full reply.

#### Examples:

##### Face to face contact

We will:

- Make sure that customer-facing meeting environments are agreed and accessible.
- Respect your privacy, offering private areas for discussion if required.
- Aim to resolve your query at the first point of contact, following our resolution process as set out below where required.
- Provide a named contact to manage your compliment, complaint or question (where this is required).

##### Contact by telephone

We will:

- Operate our manned telephone lines during normal working hours. Where you are unable to reach a telephone operative, we will respond to all voicemail messages within 24 working hours.
- Attempt to resolve your query at the first point of contact. Where we are unable to help you immediately, we will take your details and involve an appropriate colleague who will make contact with you within 48 hours.
- Follow our resolution process as set out below, where required.



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Contact in writing (postal, email, text messaging)

We will:

- Aim to acknowledge your emails sent to mailboxes or text/instant message within 48 hours during weekdays, with the exception of bank holidays.
- Aim to respond to standard postal enquiries within five working days (one week) of receipt. If the issue is complicated and likely to take longer to resolve, we will give you an estimate of how long this may take.
- Ensure that, within the response provided, you are given a named contact, who will deal with any further correspondence.
- Follow our resolution process as set out below, where required.

## How we approach complaint resolution

We aim to resolve any complaints at the first point of contact. Where we are unable to do this, we operate a formal escalation process:

- All complaints are referred to the appropriate manager for attention.
- A proposed resolution is made to the complainant.
- Complaints that are unresolved to the satisfaction of the complainant can be referred to a higher level manager for resolution. The full escalation process depends on the nature of the complaint. The escalation level can be provided to individual complainants upon request.
- If the complaint remains unresolved after escalation, learners may have the right to refer the complaint to the relevant funding body for resolution. In England this is the Education & Skills Funding Agency (who contributes to the funding of your qualification). They can be contacted via the apprenticeship helpdesk (on 08000 150400 or email [nationalhelpdesk@apprenticeships.gov.uk](mailto:nationalhelpdesk@apprenticeships.gov.uk)). Details of the final escalation process for the devolved nations can be provided upon request.
- Complaints regarding fair assessment of qualifications follow a specific appeals process which is made available to learners in every nation and set out on Babcock's e-learning systems, and in England, within the Commitment Statement. A hard copy or digital version of this process can be provided upon request.
- Specific employer complaints in relation to contractual terms and conditions follow the process set out in each employer agreement/contract.

## Delivering an individualised service to customers

All our customers have the right to expect a high level of service. Where customers have a specific access requirement Babcock will make every attempt to supply information in an appropriate format.



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## Making the policy a success

We will do this by:

- Supporting and developing Babcock's employees to provide the highest level of customer service standards.
- Carrying out customer surveys, sample observations and interviews, in order to collect the views of our customers.
- Monitoring and analysing feedback to identify where we need to make improvements and share best practice.
- Publicising our policy on our website, and for learners studying apprenticeships and other funded learning programmes, on our learning management system.

We value your views and if you feel that we have not met the standards set out in this policy or you have any questions, compliments or complaints, or would just like to comment regarding Babcock's services, please contact us below.

## How to contact us

The first line of complaint is the Trainer of the apprentice. All employers and apprentices are provided with these contact details at enrolment.

Alternative contact details are available as follows:

### **Mailbox**

[training@babcockinternational.com](mailto:training@babcockinternational.com)

### **Telephone**

Freephone: 0800 731 8199

### **Post**

65 Scarisbrick New Road  
Southport  
Merseyside  
PR8 6LF