

Contract or Project Complaints & Compliments Procedure

MIL_PRO_CUS_001

This Procedure shall be made available through MIMS and its issue notified to relevant employees through appropriate form of communication.

An Appointed Person shall review this document annually to re-affirm its conformity to the current requirements of company Policy or immediately if its contents are deemed to be no longer valid.

An amended revision number and the date of revision shall identify each revised document; this shall be detailed within the document revision table below. Revisions shall be identified by a number and shall replace the previous revision.

Document Reviews			
Date	Revision	Document Owner/ Reviewer	Summary of changes
01/04/2022	01	Social Value and Communication Manager	First Issue
22/06/2022	02	Social Value and Communication Manager	Periodic review – no changes

1) Foreword

Milestone customer Complaints & Compliments procedure helps ensure that all customer issues are dealt with promptly, efficiently, courteously, and systematically and any complaint is treated confidentially and fairly.

2) Who this procedure applies to

This procedure applies to all Milestone contracts & projects.

3) Complaints procedure

We need to log complaints received. They may be received directly by Milestone employees or via our Clients. Most of our Clients have call handling facilities where MOP telephone to log issues. These may then be forwarded to milestone for action as required. Complaints can be taken over the telephone or by alternative means such as email, social media, letter, verbally on site.

We will record all complaints and will endeavor to resolve the issue without having to go through the full complaints process.

All complaints will be treated seriously with the aim of resolving the complaint promptly.

Our clients may provide access to a client based system for us to log complaint information. However, if this is not the case, there is a typical complaints & compliments log template in MIMS – Customer Satisfaction folder.

This can be used to log the details of any issues. Ensure that the local process for complaint handling is confirmed with the Client. Allocation of issue to individuals to lead on resolving issues can be stored on the log. Add to the log template as required by your contract.