



OBEE CIC COMPLAINTS PROCEDURE

Complaints are concerns that a customer has and may wish to raise with the organisation. This procedure is designed to help customers to raise any such issue in the correct way, so it can be resolved fairly and consistently.

Principles

OBee CIC aims to resolve any complaint as quickly and informally as possible.

If a complaint is raised formally, it will be addressed within a reasonable time frame and any delays, along with their reasons, relayed to the customer.

It is recognised that failure to deal with complaints promptly can lead to unnecessary escalation of a problem and potential damage to the relationship.

Any complaint raised will be dealt with in the strictest of confidence and it is expected that the customer will adhere to the same level of confidentiality.

Stage 1 – Informal Stage

Most routine complaints are best resolved informally in discussion with the customer directly. Dealing with complaints in this way can often lead to a speedy and successful resolution of problems, and is recommended to all customers as the first option.

Every chance should be given to resolve a complaint informally before going to stage 2. OBee CIC has set a timescale of 3 weeks to respond informally.

Stage 2 – Formal Stage

If a customer is not satisfied with the outcome from informal discussions, they can raise a formal complaint in writing. The Formal Stage must be heard by two Directors of the Board not involved in the complaint or a Director and a Member of OBee CIC.

A Director will arrange a telephone call and openly discuss the complaint with the customer and adjourning if necessary to gather further information. The customer will be made aware of the timeframe and of any further investigations required and will be kept informed if there are any delays.

Within 21 days the proposed outcome will go to the Board of Directors for signing off and the outcome will be confirmed in writing to the customer.

If the customer is not satisfied with the outcome of stage 2, they can appeal – the details of whom to appeal to will be included in the outcome letter. Any appeal must be put in writing within 10 days of receiving the outcome from the Formal Stage.

Stage 3 – Appeal Stage

The Appeal Stage must be heard at a Special General Meeting of OBee Members.

Such a meeting will be convened for the customer to again state their complaint and why they were dissatisfied with the outcome of the Formal Stage. The Directors/Member who dealt with the Formal Stage will have the chance to explain their decision.

The Appeal can be adjourned if necessary to gather further information. Any outcomes will be confirmed in writing.

There is no further right of appeal under this policy.