



D and R  
Establishment

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# D and R Establishment COMPLAINT HANDLING POLICY & PROCEDURE



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## 1 POLICY STATEMENT

The purpose of this policy is to provide a clear statement of intent with regards to the assessment, handling and investigation of customer complaints. D and R Establishment's complaint handling policy and procedure has been created to meet the standards and requirements of the relevant regulating bodies.

The aim of this policy is to ensure that all customer complaints, either written or verbal, are handled in a consistent and regulated manner and that further complaint incidents are mitigated against and prevented.

Where a customer has cause to complain, the complaints handling procedure will be followed in every instance and a log will be made of the complaint nature and details to help improve our services and militate against further complaints of similar nature.

## 2 PURPOSE

D and R Establishment is committed to delivering a fair, open and clear process for complaints and to ensure a satisfactory outcome for all customers who raise a complaint. We provide thorough staff training in our internal complaint handling procedures and support staff in how to handle complaint situations in a face-to-face, written and/or telephone environment.

This policy sets out our intent and objectives for how we handle complaints, from offering a clear and approachable system for customers to complain, through to conducting root cause analysis on all complaints received to identify the how and who of the complaint and to implement measures to prevent reoccurrences where applicable.

## 3 SCOPE

The policy relates to all customer, or customer representatives/advocates through any available funding stream, sub-contractors and staff (*meaning permanent, fixed term, and temporary staff, any third-party representatives or sub-contractors, agency workers, volunteers, interns and agents engaged with D and R Establishment in the South African or overseas*) within the organisation and has been created



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to ensure that staff deal with the area that this policy relates to in accordance with legal, regulatory, Contractual and business expectations and requirements.

### 4 OBJECTIVES

D and R Establishment's objectives are laid out below regarding customer complaint handling. For the purposes of this policy, a complaint is defined as any customer contact whereby a negative communication or outcome has occurred. The customer does not have to formally address their communication as an official complaint or to request a response for D and R Establishment to treat the incident as a complaint and to follow the related procedures.

#### *D AND R ESTABLISHMENT'S OBJECTIVES FOR INTERNAL COMPLAINT HANDLING ARE:*

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- To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint
- To ensure that our complaints procedure is fully accessible so that people know how to contact us to make a complaint
- To make sure everyone at D and R Establishment knows what to do if a complaint is received
- To make sure all complaints are investigated fairly and in a timely way
- To gather information which helps us to improve what we do

#### *D AND R ESTABLISHMENT'S OBJECTIVES FOR THE COMPLAINT HANDLING PROCESS ARE: -*

- Complaints will be investigated and responded to within a maximum of 6 weeks from the initial customer contact
- Complaint responses will always be provided in writing
- Complaint procedures and forms will be available via the D and R Establishment website as well as via written or verbal request
- All complaints will be investigated by a trained member of staff and a full outcome summary provided to Senior Management
- Complaint records will be used to revise company procedures and to improve communication and business practices where applicable.



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## 5 PROCEDURES & GUIDELINES

### 5.1 RAISING A COMPLAINT

Customers who request D and R Establishment's complaint handling procedure will be provided a copy of the procedure and online form and will be asked to raise their complaint in writing as soon as possible after the incident.

**NOTE:** Complaints are to be raised in writing or via email, however verbal complaints, either in person or via telephone will be accepted or dealt with as per the same procedures.

#### 5.1.1 HOW TO RAISE A COMPLAINT

Customers can make a complaint in whichever way is easiest for them, for example by telephone, e-mail or letter. There is also a simple online form which is located on Lifetime Training's website.

<https://www.dandres.co.za /Contactus/> or you can

email: [info@dandres.co.za](mailto:info@dandres.co.za)

Customers who would prefer to make a verbal complaint can telephone D and R Establishment on 100 704 0922 and ask to speak to our operations manager. We are open 08:30am-17.30pm Monday to Friday (excluding public Holidays and weekends)

Customers who would prefer to submit a complaint in writing should send to Customer Care, D and R Establishment, 28 Hornbill Road, Bryanston, Johannesburg, South Africa, 2188

### 5.2 RESPONDING TO A COMPLAINT

Where an official complaint has been received, a written acknowledgement must be sent to the customer within 3 working days. The response should detail the complaint handling procedure and provide approximate timelines and expectations for the investigation and



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future responses.

### 5.3 INVESTIGATING THE COMPLAINT



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A trained staff member will be assigned the role of investigating complaints and will gather all necessary documents, recordings and information to make an independent review of the incident

If internal interviews are to be conducted, a note taker will be present alongside the investigator and interviewee and a copy of the interview notes will be written up and signed by the interviewer and interviewee prior to them being added to the complaint history.

All investigations must take place within 4-weeks of the initial complaint being received.

Investigations must utilize all the facts and any previous, related information to produce an unbiased outcome and an expected course of action. A complaint reference should be assigned and all documents relevant to the complaint should have the referenced written on them for continuity.

The reference will also be added to the Complaints Register so that complaint and document can be audited and traced back in the future.

D and R Establishment reserves the right to pass on relevant information to a third party where there is a valid legal reason to do so and any request for information will be investigated prior to any personal information being passed on.

### 5.4 DECISION LETTER (FINAL RESPONSE)

After the complaint, has been investigated in full and an outcome and action decision has been arrived at, the investigator will draft a final response letter to the customer with both their findings and their decision on any action to be taken.

The final response must be sent within 6 weeks of the initial response being raised. Should the customer wish to raise an appeal please follow the process below (6 escalating a Complaint)

### 6 ESCALATING A COMPLAINT

In the event you are still not fully satisfied you should first raise an appeal in writing via email or letter.



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1. If you are not satisfied with the outcome of your appeal you can escalate your complaint to the National Consumer Commission in South Africa at <https://www.thencc.gov.za/>



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### 7 COMPLAINT RECORDING

All complaints, whether formal or informal, are recorded on a Customer Complaint Register. The register should consist of the below information and should be audited on a frequent basis to ensure that incidents are not being repeated and improvements are being made.

- Date
- Nature of Complaint
- Department(s) Involved
- Complaint Reference
- Lead Investigator





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- Root Cause and Action Taken
- Decision Letter Sent (Y/N)
- Date Complaint Resolved/Closed

All complaints must be kept and be available for 3 years following resolution.

### 8 Confidentiality

All details of complaints should be kept confidential and shared only with the following parties:

- The individual or entity making the complaint
- The individuals who are the subject of the complaint, subject to the need to withhold the details of the complainant at the request of the complainant if this does not compromise the investigation of the complaint
- The relevant line manager
- The Quality department
- Chief Executive Officer

Only when it is necessary to involve others in the investigation will the information be shared.

### 9 RESPONSIBILITIES

D and R Establishment will ensure that all staff is provided with the time, resources and support to learn understand and deal with customer complaints and that full training will be provided for new and existing employees on the complaint handling policy, procedures and expectations.

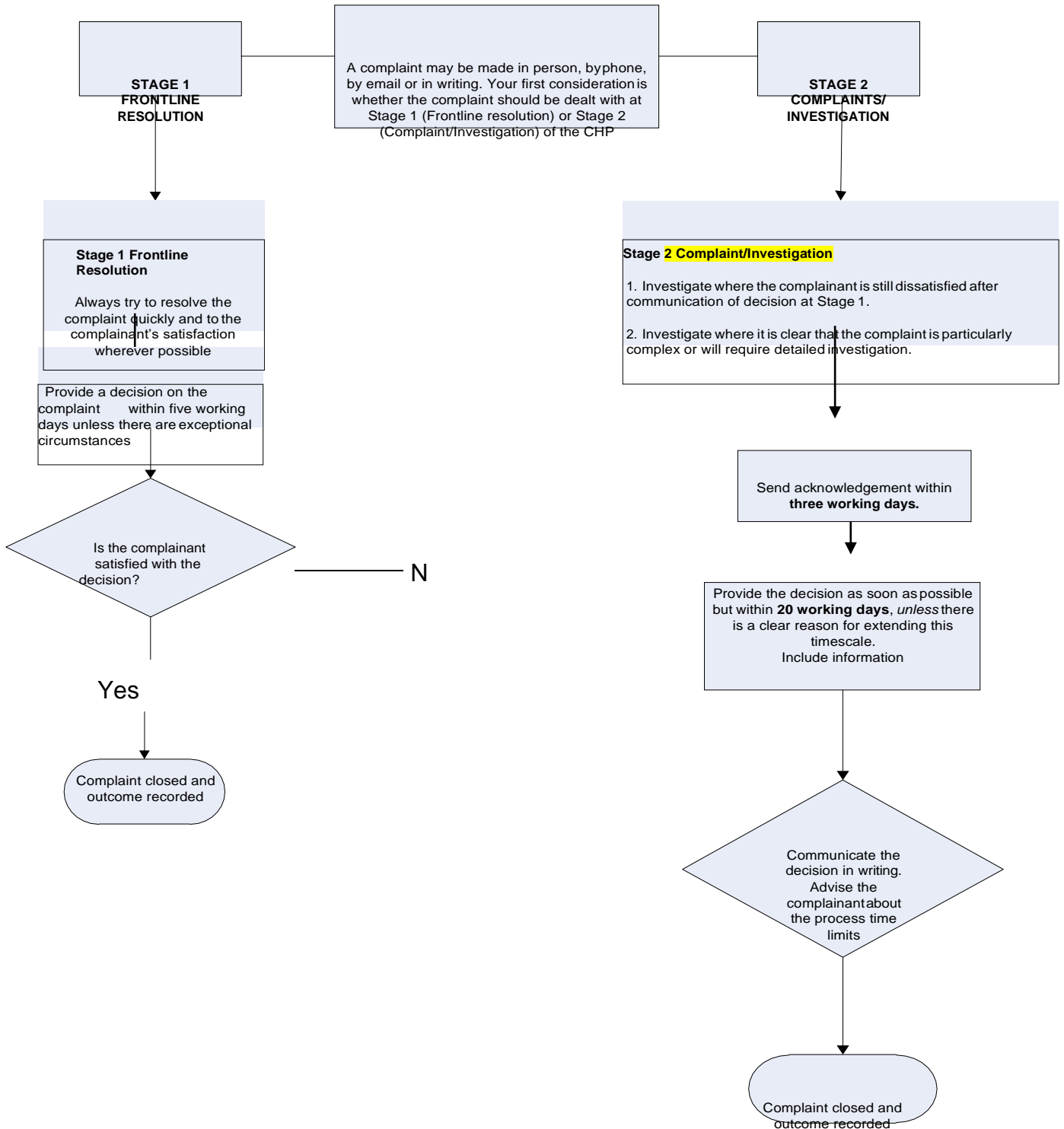
The staff member handling the complaint will be appointed the role of overseeing the investigation and recording of all customer complaints and is responsible for regular auditing of the complaints log to ensure mitigating actions and improvements are put into place where possible.



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## 10 INTERNAL PROCESS



11 COMPLAINT HANDLING FORM

COMPLAINTHANDLING  
FORM

*REVISION HISTORY*

<i>Version</i>	<i>Revision Date</i>	<i>Revised by</i>	<i>Section Revised</i>

***Document Control***

<b><i>Document Owner:</i></b>	<b><i>Document No:</i></b>	<b><i>Status:</i></b> Draft/Approved	<b><i>Date Approved:</i></b>
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**Complaint Handling Form Customer Details:**

<b>NAME:</b>		<b>ADDRESS:</b>	
<b>TEL/MOB:</b>		<b>EMAIL:</b>	
		<b>REF:</b>	
<b>Customer TYPE</b>	<input type="checkbox"/> <b>Student</b>	<b>Sector:</b>	
	<input type="checkbox"/> <b>Commercial</b>	<b>Owner:</b>	
	<input type="checkbox"/> <b>NGO</b>	<b>Subject area:</b>	

**COMPLAINT DETAILS:**

**DATE/TIME COMPLAINT RECEIVED:**

**COMPLAINT RECEIVED BY:**

**DATE/TIME OF INCIDENT:**

**NATURE OF COMPLAINT:**

**Revision Date:**

**SYSTEM/EMPLOYEE/PROCESS INVOLVED IN COMPLAINT:**

**INVESTIGATION DETAILS:**

**ROOT CAUSE:**

**MEASURES TO PREVENT REPEAT OCCURRENCES:**

**OUTCOME/RESOLUTION:**

<b>OFFICE USE ONLY:</b>	
<b>Notes</b>	
<b>RECEIVED BY:</b>	
<b>RECORDED ON COMPLAINT LOG:</b>	YES/NO
<b>COMPLAINTS OFFICER NOTIFIED</b>	YES/NO
<b>Regulated body?</b>	YES/NO If yes provide body name:
<b>Regulated process followed?</b>	YES/NO
<b>DATE RECORDED:</b>	