

Complaints Handling Procedure

At M Core we are committed to providing a high standard of service. We understand that we may not always get it right and we will respond to any concerns you may have. We will do everything we can to sort out your complaint quickly and efficiently. This policy outlines our approach to handling complaints in a reasonable and appropriate manner.

This policy applies to all complaints received from tenants, contractors, suppliers and other third parties (“Complainants”).

The objective of this procedure is:

- To ensure complaints are handled promptly, fairly, and consistently.
- To resolve complaints efficiently and effectively.
- To use complaints as an opportunity to improve our services.

1. Submission of Complaint Procedure:

- Complainants can submit complaints through our dedicated Complaints Submission Form which is available via this link: <https://lcpgroup.co.uk/customer-complaints-and-feedback> to ensure that all necessary information is provided and to help direct the complaint efficiently.

2. Initial Receipt and Assessment Procedure:

- a) All received complaints will be acknowledged within 48 hours of receipt.
- b) Complaints will be categorised by severity, type, and urgency to prioritise and allocate the appropriate resource.
- c) An initial assessment will be conducted to determine if the issue can be resolved immediately or if further investigation is required.

3. Tracking and Recording Procedure:

- a) A Complaint Management System (CMS) will be used to track and record all complaints.
- b) Details such as the complainant's contact information, nature of complaint, actions taken, and resolution status will be documented in accordance with data protection regulations.
- c) The CMS will be reviewed regularly to identify trends and patterns, which will be reported to management for action.

4. Communication with the Complainant Procedure:

- a) Complainants will be notified following receipt of their complaint, the expected timelines for resolution, and the point of contact for any inquiries.
- b) Updates will be provided to the complainant, especially if there are any delays or changes to the expected timeframes.
- c) The outcome of the investigation and final decision will be communicated to the complainant by email.

5. Colleagues Training Procedure:

- a) Training will be conducted to familiarise colleagues with the complaints handling procedure.
- b) Colleagues will be trained on communication skills, empathy, and the importance of a customer-focused approach.

6. Impartial and Transparent Resolution Procedure:

- a) Complaint handlers will review all relevant information impartially.
- b) Decisions will be based on a fair and thorough investigation of the facts.
- c) Transparency will be maintained by explaining the reasoning behind decisions.

7. Timely Resolution Procedure:

- a) Simple complaints will aim to be resolved within 5 business days.
- b) More complex issues will be resolved within a maximum of 20 business days, unless further investigation is warranted.
- c) If resolution within these timeframes is not possible, the complainant will be informed of the reasons for the delay and given a new estimated resolution time.

8. Confidentiality

All complaints will be handled confidentially and in accordance with data protection regulations.

9. Monitoring and Review

We will regularly review complaints to identify trends and areas for improvement. This procedure will be reviewed every three years to ensure its effectiveness.