



COMPLAINTS PROCEDURE

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QUALITY ASSURANCE

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1 INTRODUCTION AND SCOPE

Terminology and Abbreviations

Term	Definition
JFR	James Fisher Rumic
SHEQ	Safety, Health, Environment and Quality

Prefix	Doc Name
POL-0019	Complaints Policy
F-0317	Complaints Form
F-0314	Client Feedback Tracker/Complaints log

This document is intended to outline JFR's procedure for dealing with complaints from all clients and members of the public. Any complaints from company employees or sub-contractors should be raised in line with the JFR

Written complaints may be sent to James Fisher Rumic. at:

James Fisher Marine Services
Rumic Division
Fisher House
PO Box 4
Michaelson Road
Barrow-in-Furness
Cumbria LA14 1HR
UK

Or by e-mail at oceans@rumic.co.uk

Verbal complaints may be made by phone to 01229 615456 or in person to any of JFR's staff.

2 COMPLAINTS POLICY

JFR takes complaints regarding the company's staff, operations and assets very seriously and all formal complaints will be investigated thoroughly.

See JFR document POL-0019 Complaints Policy for a concise summary of JFR policy.

3 RECEIVING COMPLAINTS

Complaints may arrive through channels publicised for that purpose or through any other contact details or opportunities the complainant may have.

Complaints received by telephone or in person need to be recorded. The person who receives a phone or in person complaint should:

- Write down the facts of the complaint
- Take the complainant's name, address and telephone number
- Note down the relationship of the complainant to JFR (for example: client, contractor)
- Tell the complainant that we have a complaints procedure



- Tell the complainant what will happen next and how long it will take
- Where appropriate, ask the complainant to send a written account by post or by email so that the complaint is recorded in the complainant's own words.

These details should be recorded in JFR form F-0317 Complaint Form as soon as possible and be retained as an official record of the complaint.

When handling verbal complaints the following points should be borne in mind:

- Remain calm and respectful throughout the conversation
- Listen - allow the person to talk about the complaint in their own words.
- Sometimes a person just wants to "let off steam"
- Don't debate the facts in the first instance, especially if the person is angry
- Show an interest in what is being said
- Obtain details about the complaint before any personal details
- Ask for clarification wherever necessary
- Show that you have understood the complaint by reflecting back what you have noted down
- Acknowledge the person's feelings (even if you feel that they are being unreasonable) - you can do this without making a comment on the complaint itself or making any admission of fault on behalf of the organisation (e.g. "I understand that this situation is frustrating for you")
- If you feel that an apology is deserved for something that was the responsibility of your organisation, then apologise
- Ask the person what they would like done to resolve the issue
- Be clear about what you can do, how long it will take and what it will involve.
- Don't promise things you can't deliver
- Give clear and valid reasons why requests cannot be met
- Make sure that the person understands what they have been told
- Wherever appropriate, inform the person about the available avenues of review or appeal



4 RESOLVING COMPLAINTS

Stage One

In many cases, a complaint is best resolved by the person responsible for the issue being complained about. If the complaint has been received by that person, they may be able to resolve it swiftly and should do so if possible and appropriate.

Whether or not the complaint has been resolved, the complaint information should be passed to the JFR Offshore Manager immediately.

On receiving the complaint, the Offshore Manager should record it in the record sheet F-0314 Client Feedback Tracker/Complaints Log. If it has not already been resolved, the SHEQ manager should nominate an appropriate person to investigate it and to take appropriate action.

If the complaint relates to a specific person, they should be informed and given a fair opportunity to respond.

Complaints should be acknowledged by the person handling the complaint within 7 days. The acknowledgement should say who is dealing with the complaint and when the person complaining can expect a reply. A copy of this complaints procedure should be attached.

Ideally complainants should receive a definitive reply within 28 days. If this is not possible because for example, an investigation has not been fully completed, a progress report should be sent with an indication of when a full reply will be given.

Whether the complaint is justified or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.

Stage Two

If the complainant feels that the problem has not been satisfactorily resolved at Stage One, they can request that the complaint is reviewed at senior management level.

In the case that the initial complaint was processed by a senior manager, a different senior manager should be selected to deal with the Stage Two enquiry. If the Stage One complaint was not dealt with by senior management, the complaint should be passed to the Managing Director.

The request for Stage Two review should be acknowledged within 7 days of receiving it. The acknowledgement should say who will deal with the case and when the complainant can expect a reply.

The Stage Two investigator may investigate the facts of the case themselves or delegate a suitably senior person to do so. This may involve reviewing the paperwork of the case and speaking with the person who dealt with the complaint at Stage One.

If the complaint relates to a specific person, they should be informed and given a further opportunity to respond.

The person who dealt with the original complaint at Stage One should be kept informed of what is happening.

Ideally complainants should receive a definitive reply within 28 days. If this is not possible because for example, an investigation has not been fully completed, a progress report should be sent with an indication of when a full reply will be given.



Whether the complaint is upheld or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.

The decision taken at this stage is final, unless the Managing Director decides it is appropriate to seek external assistance with resolution

5 VARIATION OF THE COMPLAINTS PROCEDURE

JFR may alter the process of dealing with complaints for good reason. This may be necessary to avoid a conflict of interest, for example, a complaint about the Chair should not also have the Chair as the person leading a Stage Two review.

6 MONITORING AND LEARNING FROM COMPLAINTS

Any complaints received should be reviewed annually during the management review and continual improvement.