

NFD Complaints Policy

Our clients are looking for their complaints to be easy to report, acknowledged and dealt with quickly, sensitively, and fairly.

Reporting the complaint

Ensure that NFD's contact details are readily available to clients – eg, in your email, the website, in various appropriate online and hard-copy directories, in all White Pages, in the Yellow Pages.

When the complaint is reported

- Thank the client for bringing the complaint to your attention.
- Treat the client with empathy, courtesy, patience, honesty and fairness.
- Speak to the client in person, and do not rely solely on written complaints, or records of conversations.
- Show the client that you clearly understand their complaint by listening and taking notes.
- Ask questions to clarify the situation.
- Do not jump to conclusions, apportion blame, or become defensive.
- Summarise back to the client your understanding of the complaint.
- Respond to the complaint quickly, tell the client how it will be handled and tell them when they can expect a response.

Solving the complaint

- Tell the client you are taking responsibility for dealing with the complaint.
- Familiarise yourself with any background information. This could include checking internal records, speaking to staff and checking how this compares with the client's version of events.
- Be solution-focused by involving the client in this process.
- Make sure the client is happy with the proposed solution before going ahead.
- Make sure you do what you promised to do, and don't delay – quick action will keep clients happy. If there is going to be a delay, tell the client.
- Tell the client what NFD will do to prevent the complaint from happening again.

Following up after the complaint

- Keep a record of the complaint, and what you have agreed with the client.
- Invite the client to inform you promptly if they are not satisfied.
- Keep a record of all complaints and complaints raised.

- Use these records to help you evaluate your complaints handling systems. They can help you identify recurring complaints
- Check how well and how quickly you are handling complaints. Use the information to decide
 - do I have an adequate way of handling each type of complaint?
 - do staff know what our policy is for handling the different types of complaint?
 - what training do staff need?
 - do staff need better information about the sector?