

# AVIATION CUSTOMER COMPLAINT HANDLING POLICY

**WE AT KING'S COLLEGE HOSPITAL LONDON ARE COMMITTED TO DELIVERING HIGH QUALITY PROFESSIONAL SERVICES TO OUR CUSTOMERS. CUSTOMER FEEDBACKS AND COMPLAINTS ARE A VITAL WAY OF ENSURING THAT WE PROVIDE THE BEST POSSIBLE SERVICES TO OUR CUSTOMERS. WE RECOGNIZE THAT IT IS IMPORTANT THAT CUSTOMERS HAVE THE RIGHT TO COMPLAIN AND BE HEARD AND HAVE THE RIGHT TO RECEIVE A RESPONSE.**

We are committed to resolve customer complaints in a prompt and satisfactory manner in order to promote and achieve great customer service and customer satisfaction. At all times, complainants will be treated in a polite and courteous manner and be provided with complete and accurate explanations regarding their complaint and resolved in an efficient, fair and quick manner.

King's College Hospital London will endeavor to resolve complaints at the first point of contact, however in the event this is not possible, delegated levels of authority will exist should the complainant's wish to escalate their complaint. Our complaints handling procedures are consistent with ISO 10001:2007 & 10002:2014. Customer satisfaction – Guidelines for code of conduct & Guidelines for complaints handling in organizations.

#### **In line with the requirements of standards**

#### **King's College Hospital London will:**

- Recognize and address the needs and expectations of complainants;
- Seek feedback and suggestions for improvement proactively from our customers

- Welcome complaints from customers who are dissatisfied with our decisions, actions or services
- Provide accessible, transparent and accountable customer complaint handling processes
- Recognize customer feedback and complaints as opportunities to build knowledge and improve services.
- Enhance customer satisfaction by creating a customer-focused environment that is open in resolving any complaints received, and enhancing the organization's ability to improve its services;
- Frequently Audit the complaints-handling process & reviewing the effectiveness and efficiency of the complaints-handling process.
- Ensure involvement and commitment of Senior Management through adequate acquisition and deployment of resources, including personnel training;
- Ensure our commitment to continuous improvement of complaints management by regular reporting and monitoring as well as external customer surveys to identify areas of potential improvement.

#### **Carol Rose**

Date: 20-Mar-2018

*Director of Ambulatory Care*