OCEAN COMPLAINTS PROCEDURE



1.1 Customer Relations Manager (CRM) Ensure that all written and serious verbal complaints are registered in a central complaints log held in CRM Office upon receipt at the Retail Centre

FCA Requirements

Complaints are to be treated in line with current FCA procedures.

2.1 CRM acknowledges all complaints within one working day noting acknowledgement on the complaint letter/form.

For complaints concerning FCA regulated products, evidence that each acknowledgement contains a copy of the complaint procedure

3.1 CRM passes complaint to appropriate manager

4.1 CRM/MT – analyse complaints identifying trends, costs (including direct customer payment and internal rework) and preventative actions, highlighting who, what and timescales for achievement and publish.

4.1 Retain records for a minimum of 3 years

