
Overview

This standard is about responding to complaints and resolving problems within your organisational service standards. It is about resolving complaints and advising complainants of progress, identifying potential or recurring problems within your organisational service standards, systems and procedures and informing colleagues of the steps taken to resolve these.

Performance criteria

You must be able to:

1. respond to internal and external complaints and problems with your organisational service standards within your own area of authority and following your organisation's policy and procedures
2. investigate the complaint against your organisation's complaints policy to assess whether it is valid and, if so, what action is required to be taken to resolve the complaint
3. resolve complaints and problems to the agreed timescales, where it is within your own area of authority, and working with relevant colleagues where required
4. advise complainants of the action being taken to address their complaint and keep them informed of progress
5. identify potential or recurring problems within your organisational service standards, systems and procedures that may affect internal colleagues and customers before they become aware of them and notify your line manager
6. notify your line manager of potential or recurring problems within your organisational service standards
7. inform your line manager and relevant internal colleagues of the steps taken to resolve problems

Knowledge and understanding

You need to know and understand:

1. your organisation's policy and procedures for responding to internal and external complaints and problems within your organisational service standards, within your own area of authority
2. your organisation's complaints policy and how to assess whether complaints are valid
3. how to resolve complaints and problems to the agreed timescales where it is within your own area of authority
4. how to advise complainants of the action being taken to address their complaint and keep them informed of progress
5. how to identify potential or recurring problems within your organisational service standards, systems and procedures that may affect internal colleagues and customers before they become aware of them
6. how to notify your line manager of potential or recurring problems within your organisational service standards
7. how to inform your line manager and relevant internal colleagues of the steps taken to resolve problems

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Respond to complaints and resolve problems within your organisational service standards



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