



Standard Operating Procedures – A4e and Partner

Managing Incidents and Complaints Processes

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Introduction

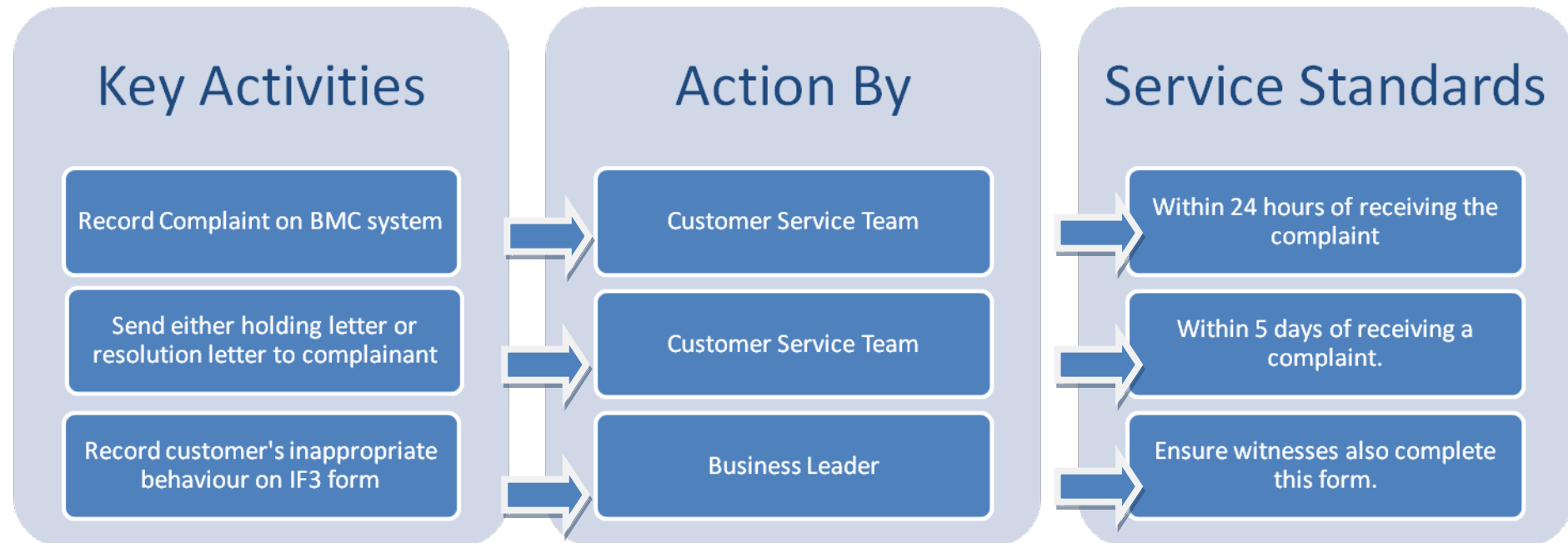
1.1 What is covered within this SOP

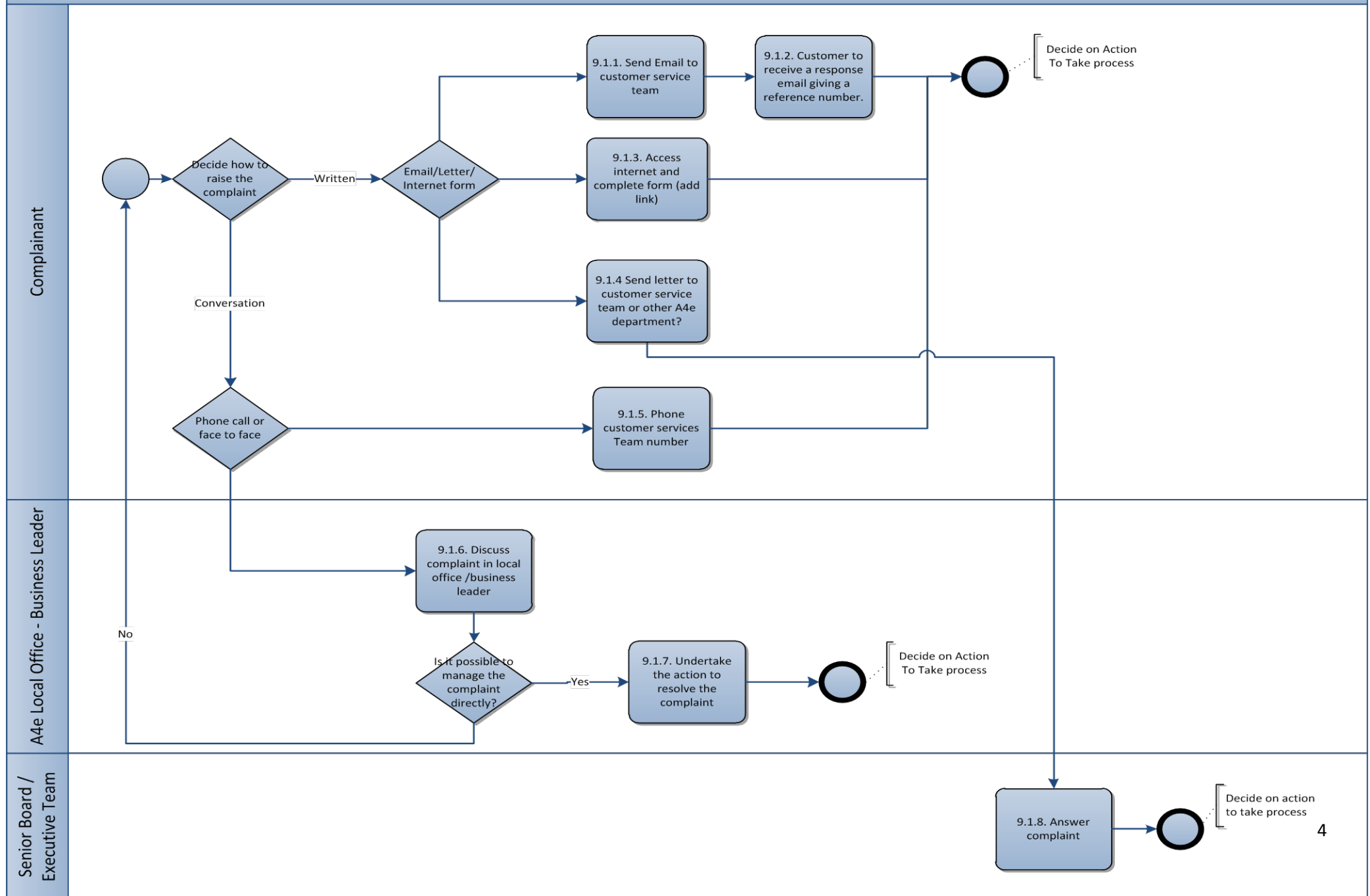
This SOP outlines the processes to be undertaken if there is a complaint regarding the Work programme and if a customer has unacceptable behaviour.

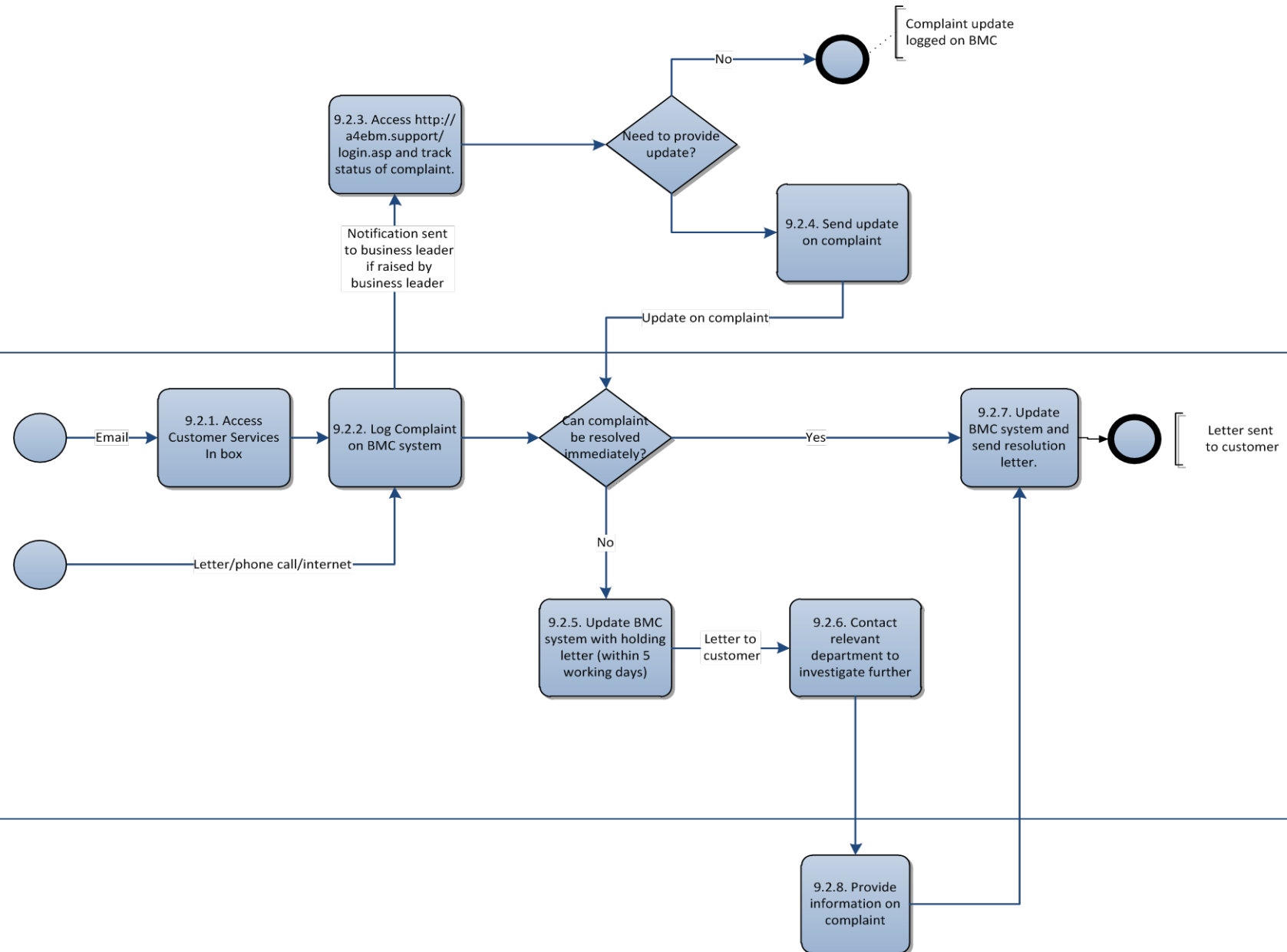
The first process outlines the actions to be undertaken by customer and the customer service team – on how a complaint can be raised by a customer. This process starts when the customer chooses how they wish to raise a complaint. This process finishes when the customer service team. The second process outlines the actions to be undertaken by Customer Service Team. This deciding on the appropriate action process starts when the record the complaint on the present IT system BMC. This process finishes when either the customer has been sent a resolution letter or the issue has been escalated and the customer has been sent initially a holding letter and then a resolution letter. The appeal letter process outlines the actions to be undertaken by Customer Service Team when they receive an appeal letter from the Customer. The appeal letter process outlines the actions to be undertaken by A4e and the ICE on receipt of a customer complaint. This ICE process starts when the ICE receive a complaint from the customer. The ICE process finishes when mediation has been undertaken between the provider and the ICE, or the ICE has written their report their when the customer letter is received. This process finishes when the customer letter has been answered with the appropriate action. The unacceptable behaviour process outlines the actions for the local office to take when a customer has unacceptable behaviour.

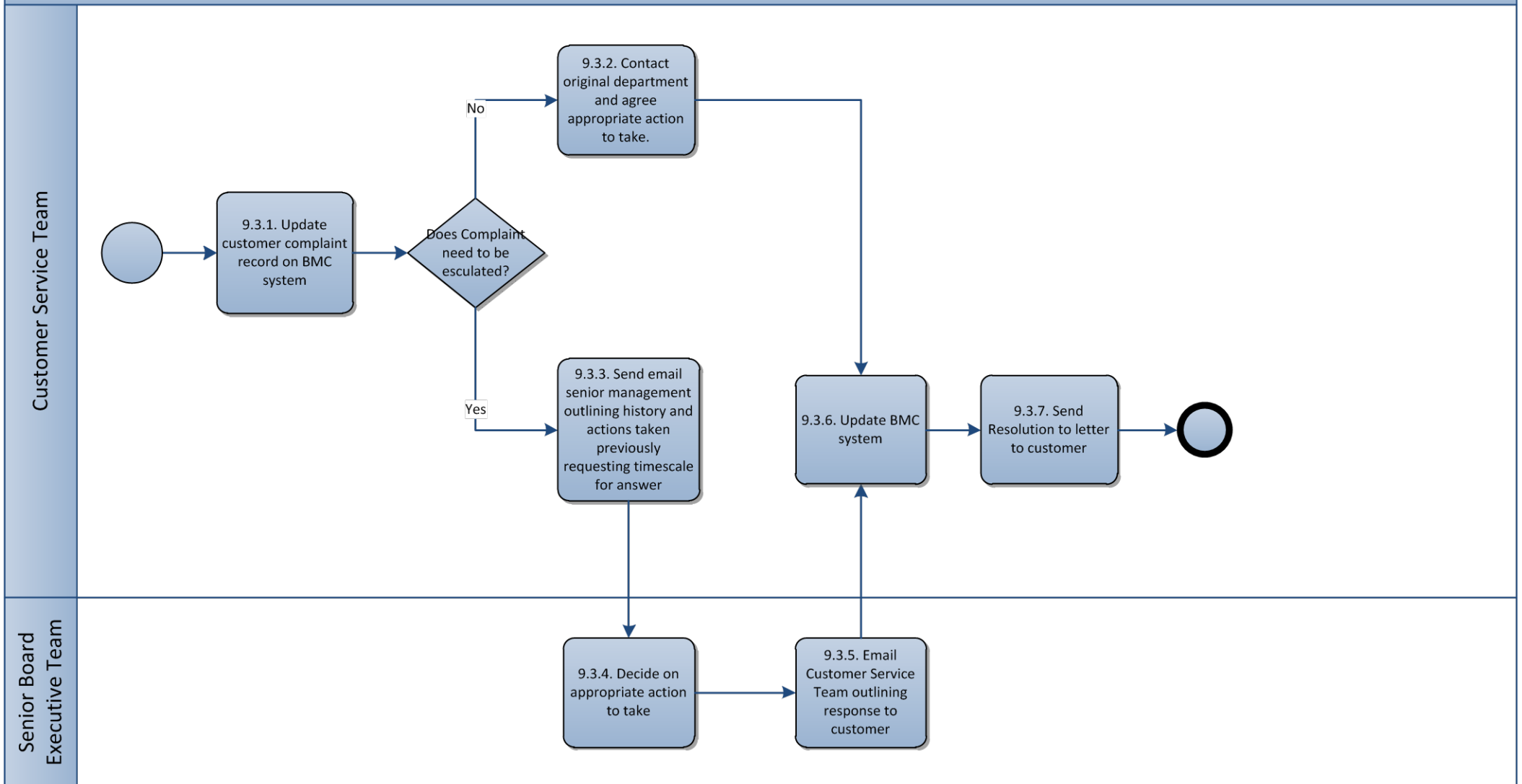
To find information outside this SOP please consult the **'Where To Go For Information Guide' on MyA4eDesk** documentation tab.

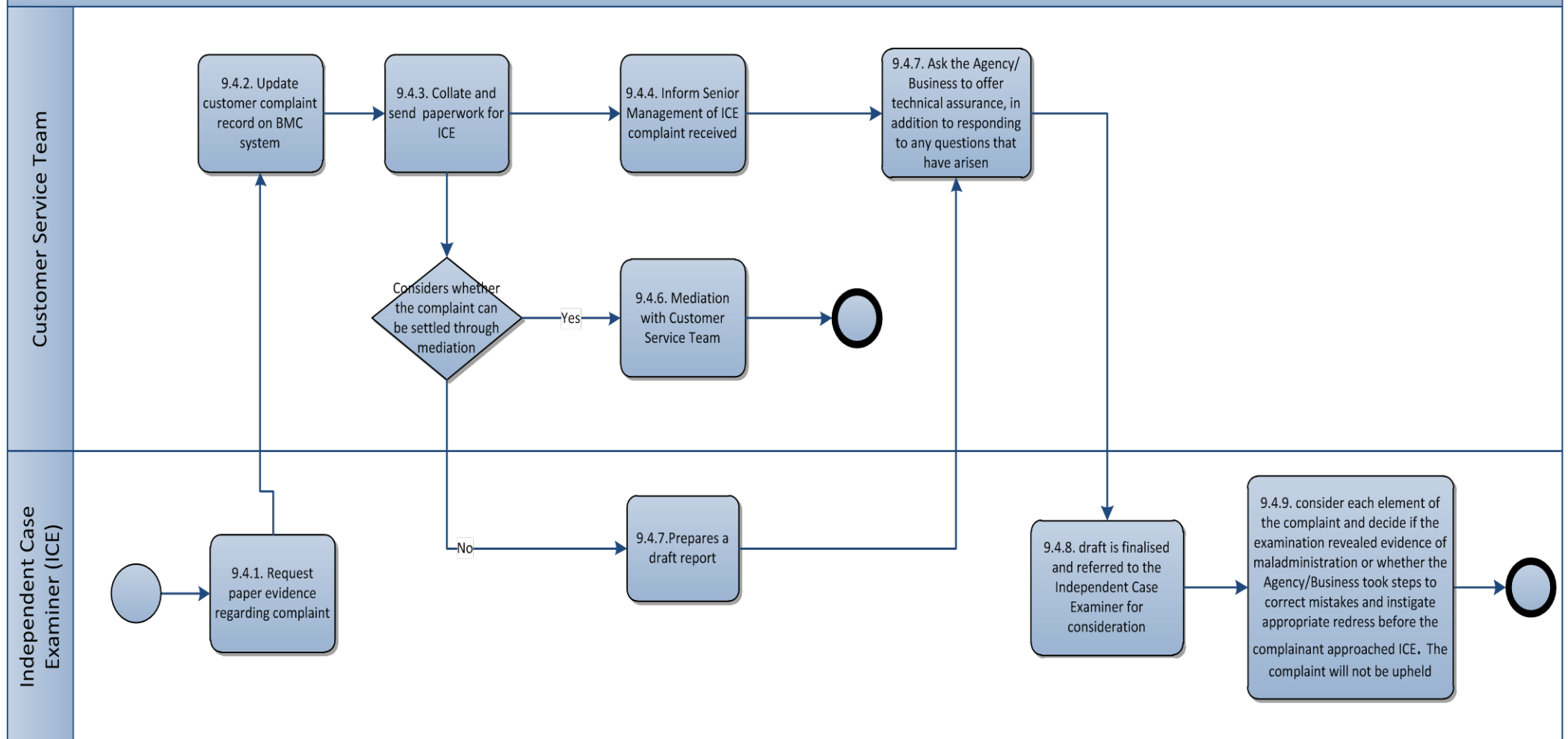
1.2 Minimum Service Level Standards









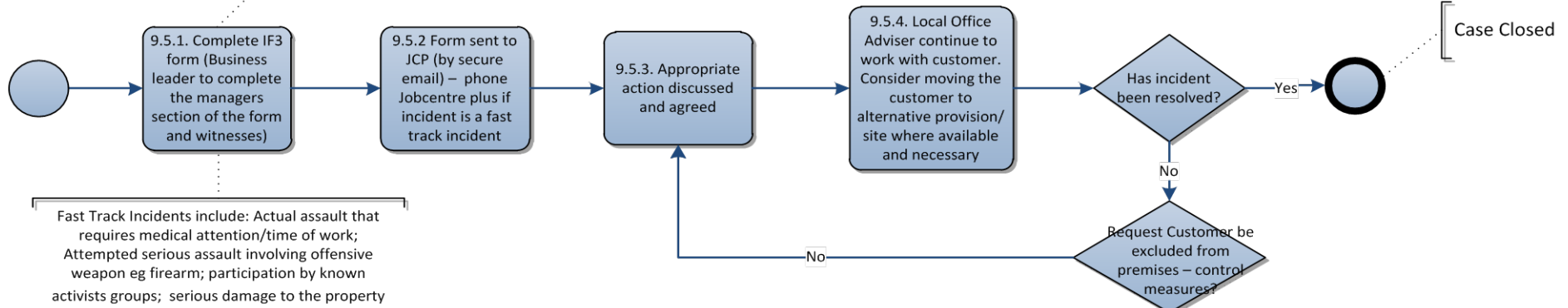


9.5 Customer With Unacceptable Behaviour

Phase

Local Officer Adviser

Unacceptable behaviour includes: violence, verbal abuse; verbal abuse of a sexual and racist nature; threats which are implied or otherwise; intimidation; sexual innuendo; harassment; unwelcome attention; attempted or actual assault; inappropriate use of the internet or provider's IT system



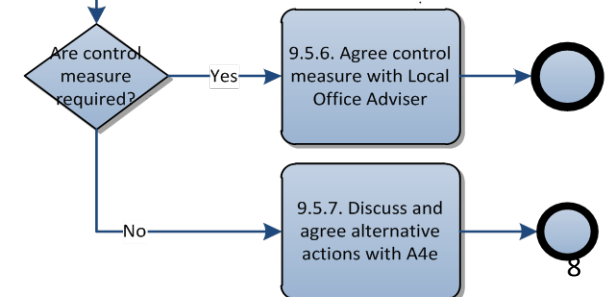
Fast Track Incidents include: Actual assault that requires medical attention/time of work; Attempted serious assault involving offensive weapon eg firearm; participation by known activists groups; serious damage to the property

Jobcentre Plus Local Office

9.5.5. Consider request and discuss with Jobcentreplus

Control measure include: holding interview in public areas; having a colleague present at interviews; and informing senior staff/ manager's of interview details

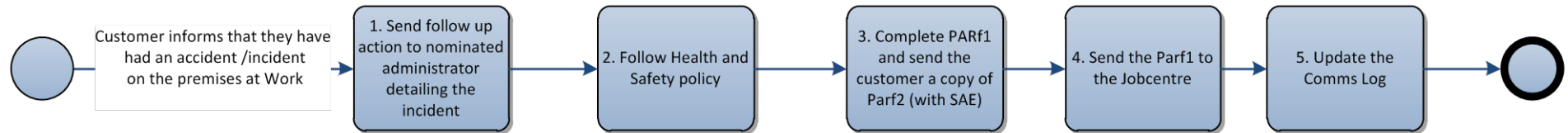
Performance Manager



9.6 Customer is Involved In An Incident - A4e notifying JCP

Phase

Local Office Adviser



3. Checklist of Activities

