



Customer complaint handling procedure

Version 1.4 April 2020

Introduction

At the UK Hydrographic Office (UKHO), we strive to ensure our products and services are world class, but we know that sometimes things go wrong. We take complaints very seriously and, if you're not completely satisfied with the service you have received, a formal complaints procedure has been developed to ensure we address the problem as quickly and efficiently as possible.

Complaints give us a chance to put things right and help us improve our service to all our customers. Should you wish to make a complaint, please contact us using one of the methods below:

Contact us

By post: Customer services – Complaints, UKHO, Admiralty Way, Taunton, Somerset, TA1 2DN, United Kingdom

T: +44 (0)1823 484444
customer.services@ukho.gov.uk

Complete the "Contact us" form on admiralty.co.uk

Talking to us

In the event, you are not entirely satisfied with the service you have received, our in-house customer service team, who are available Monday to Friday, between the hours of 06:00 - 22:00 GMT, are trained to deal with complaints.

The member of staff will try, where possible, to resolve your complaint immediately. However, should you feel your complaint remains unresolved they will escalate it to our Customer Service Team Manager, who will personally review the matter and consult the appropriate subject matter experts if required.

All customer facing staff within the UKHO are able to communicate fluently in English as specified within the [Code of Practice on English language requirements for public sector workers](#). If you feel you have received a service where the level of spoken English did not meet the requirements outlined in the Code, you may also raise a complaint regarding this using the methods and process outlined in this document.

For the purposes of the fluency duty, a legitimate complaint is one about the standard of spoken English or Welsh of a public-sector member of staff in a public-facing role. It will be made by a member of the public or someone acting on his or her behalf complaining that the authority has not met the fluency duty.

A complaint about a public-sector member of staff's accent, dialect, manner or tone of communication, origin or nationality would not be considered a legitimate complaint about the fluency duty.



Our complaint handling process

The UKHO complaint handling process is simple and easy to use. If you make a complaint to the customer services team:

- › Our staff will log this within our case management system, and provide you with a unique case reference number.
- › After assessing the complaint for its complexity and completing some initial investigation, we will direct this to any appropriate subject matter expert for additional investigation.
- › We aim to provide a response to your complaint within five working days and will contact you, unless otherwise requested, via email.
- › If you are unhappy with our first response, your complaint will be reviewed by our Customer Service Team Manager, who will respond within a further two working days either supporting our original response, or explaining our reasons for a new decision.

Our target response times

As detailed above, once your complaint has been logged within our case management system, we aim to provide you with a satisfactory response within five working days.

If a full resolution cannot be provided within five working days, UKHO Customer Services will contact you to advise an estimated time frame for completion.

Continual Improvement

The UKHO is accredited to ISO9001 certification and as such encourages a culture of continuous improvement within our organisation. Should a complaint lead to the identification of an opportunity for improvement this will be raised as a Continual Service Improvement (CSI) with the appropriate area of the business and appropriate priorities/ resolution times assigned accordingly.

Reviewing our procedure

The UKHO customer complaint handling procedure is formally reviewed every 12-36 months.

| Customer complaint handling process last reviewed | | |
|---|-------------|----------------------------------|
| 13/01/2016 | Version 1.1 | Customer Service Support Manager |
| 17/01/2017 | Version 1.2 | Customer Service Team Manager |
| 24/01/2018 | Version 1.3 | Customer Service Team Manager |
| 02/04/2020 | Version 1.4 | Customer Service Team Leader |