

# ICE Customer Complaints Handling Procedure

## A Guide for Customers

ICE is committed to delivering customer satisfaction as a priority. Any issue that compromises this will be addressed as fully and promptly as possible.

Although we will endeavour to resolve specific customer problems at the time they take place, there may be occasions when it may be necessary for customers to have a formal procedure for filing complaints.

### What is a complaint?

ICE's definition of a complaint is:

“An expression of dissatisfaction by one or more customers about ICE's action or lack of action, or about the standard of service provided by or on behalf of ICE”.

### What can I complain about?

A complaint may relate to:

- Delays in responding to your enquiries and requests
- Failure to provide a product or service
- Our standard of product or service
- Treatment by or attitude of a member of staff
- Our failure to follow proper procedure

This list does not cover everything. Your complaint may involve more than one service provided by ICE or someone working on our behalf.

### How do I complain?

The procedure for filing complaints begins with the customer reporting their issue to ICE by email, letter, telephone or via our online complaints form:

- Email: FAO Customer Service Manager: [aftersales@uk.interactivecoding.com](mailto:aftersales@uk.interactivecoding.com)
- Letter: Customer Service Manager, Interactive Coding Equipment, Olympic House, 1 Willow Drive, Sherwood Park, Nottingham, NG15 0DP
- Telephone: 01159 640144
- Online complaints form: Please [click here](#)

When reporting your complaint, please tell us:

- Your full name, job title, company name, email address, telephone number and address
- As much as you can about the complaint
- What has gone wrong
- How you would like us to resolve the matter

### **How long do I have to make a complaint?**

To ensure a prompt and effective resolution, please report a complaint quickly and directly via the methods previously listed. We can also try and resolve problems at the time of the communication.

Otherwise, please report complaints to ICE within three months of the issue occurring.

### **What is the process within ICE for managing complaints?**

The complaint will be recorded and handled by a Customer Service Coordinator and/or the Customer Service Manager who will communicate with the customer to address the complaint directly and to inform the customer who is dealing with the complaint.

Our complaints procedure has two stages:

#### **Stage one - Frontline resolution**

We aim to resolve complaints quickly and agree with the customer on the action that should be taken to resolve the problem. We will give you our decision at Stage 1 within five working days or less, unless there are exceptional circumstances.

If we can't resolve your complaint at this stage, we explain why and tell you what you can do next. We might suggest that you take your complaint to Stage 2. You may choose to do this immediately or within an agreed timeframe after you get our initial decision.

#### **Stage two - Investigation**

Stage 2 deals with complaints that have not been resolved at Stage 1 or those that are complex in nature and require detailed investigation.

When using Stage 2 we will acknowledge receipt of your complaint within three working days and provide you with a full response to the complaint as soon as possible and within twenty working days.

We will inform you if the investigation is particularly complex and we need longer than 20 working days to resolve the problem. We will agree revised time limits with you and keep you updated on progress.

### **How do ICE track complaints?**

A complaint will be logged in our CRM system within the customer account details. All additional communication will also be logged within the customer account in our CRM system.

### **What if I am still dissatisfied?**

If the complaint remains unresolved to the satisfaction of the customer after the complaints procedure has been followed, an external officer can be appointed to act as an intermediary between the customer and ICE.

Following an agreed course of action with the officer, ICE management will notify the customer in writing as to the suggested steps to resolve the complaint.