

Customer Complaints

Fusion-ICT has a formal complaints process, in addition to their candidate appeals process, which is accessible by all customers from our web site in the public domain. Fusion-ICT takes all customer complaints seriously and promises to investigate ethically and with integrity.

Stage 1

- Complaints can be received in any format including e-mail, telephone, letter or web form.
- We will acknowledge receipt of your complaint within 5 working days of receiving it.
- We will tell you the line manager who is dealing with your complaint.
- You will receive a full response within 10 working days. If this is not possible, we will send you a letter explaining why there is a delay and saying when you will receive a full response
- The response will give you the chance to have your complaint dealt with in the 2nd stage of the complaints procedure if you are still unhappy. It will ask you to explain why you are not satisfied with the stage 1 response.

Stage 2

Investigation by a senior manager from another department

- Complaints can be received in any format including e-mail, telephone, letter or web form.
- We will acknowledge receipt of your complaint within 5 working days of receiving it.
- We will give you the name and phone number of the senior manager who is investigating your complaint. This will not be the same person who has investigated stage 1 of your complaint. They will work independently of the service area involved in your complaint.
- The senior manager will contact you to arrange an interview so they can talk to you about your complaint and find out what you think we should do to put it right.
- The senior manager will investigate your complaint in line with our Good Practice Guidelines and write a report on their findings.

- They will send the report to the relevant head of service to make a decision.
- You will receive a full written response within 30 working days of us receiving your letter, or we will tell you about any delay and give you a new date for when you should receive a response.
- You will receive a full written response within 30 working days of us receiving your letter, or we will tell you about any delay and give you a new date for when you should receive a response

Stage 3

Investigation by a senior director from another department

- If you are not satisfied with our response you should contact one of our Directors stating why you are not satisfied and the matter will be investigated by a Director outside of your service area.
- The Directors decision will be final and you will be notified of their investigation report within 30 days.