



Customer Complaints Policy

Star Residential Care aims to achieve the highest level of customer satisfaction. However, it is inevitable that at some stage we will receive customer complaints. When complaints do occur, we are committed to handling them promptly, fairly and in confidence.

Specifically:

- We will appoint a member of senior management with specific responsibility for implementing this policy
- We will train all customer-facing personnel in complaints handling procedures
- We will respond to all complaints within 48 hours
- We will endeavour to be courteous to the complainant
- Where an immediate resolution is not possible, we will log the complaint and provide the customer with feedback on progress
- We will review progress on resolving any outstanding issues regularly
- We will monitor data related to customer complaints to inform actions aimed at continuous improvement
- We will report our performance in complaints handling to management reviews of our quality system

This policy will be regularly reviewed by senior management to ensure that it continues to be appropriate and effective.

Mark Barrowclough

General Manager
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