



1. Purpose

JFMG makes a commitment to its customers in this Complaints Code to process complaints in a timely and efficient manner. The Complaints Code explains how to make a complaint, how a complaint will be investigated and resolved, how to access Alternative Dispute Resolution (ADR) and how records of complaints will be maintained.

For the purpose of this Complaints Code, a complaint is defined as any expression of dissatisfaction that is made to JFMG about the service JFMG provides or about the complaint-handling process itself, regardless of the form in which the complaint is raised. JFMG categorises complaints as follows:

- Technical or frequency management
- Approach of a member of staff
- Late processing of request where turnaround time from receipt of the request exceeds five working days. If the request is needed in less than five working days late processing would be any time after the start of the assignment. Working days are Monday to Friday 09:00 to 17:00.

The JFMG Complaints Code is available via the Feedback link on the Home Page of www.jfm g.co.uk

JFMG shall issue a customer satisfaction survey to the PMSE sector annually to measure satisfaction of the service it provides. JFMG aims to achieve at least 75% satisfied or very satisfied responses.

2. How to make a complaint or raise a dispute

To make a complaint a customer can:

- Submit their comments via the Feedback link on the Home Page of www.jfm g.co.uk
- Email JFMG at admin@jfm g.co.uk
- Telephone JFMG on 020 7299 8660
- Write to JFMG at UK House, 4th Floor, 2 Great Titchfield Street, London W1W 8BB

A formal written acknowledgement of the complaint will be sent to the customer within one working day of receipt by JFMG. JFMG will aim to fully resolve any customer complaint within five working days. If the customer does not feel that the resolution is sufficient, JFMG will escalate the complaint to Ofcom with a full report of the complaint, action taken and responses given.



3. How complaints and disputes will be investigated and resolved

Upon receipt of the complaint a member of staff will enter it onto JFMG's customer record management system. This will also help to ensure that JFMG has a record of any repeated complaints.

The member of staff will notify the JFMG Business Manager, Operations Supervisor and Quality Manager. The JFMG Business Manager and Operations Supervisor will determine whether the feedback should be classified as a complaint.

If it has been deemed a complaint then the Quality Manager will then complete a Customer Dispute Form. The complaint will be entered onto JFMG's customer record management system and the unique call log number will be written on the form.

The JFMG Business Manager will then nominate the most appropriate person to investigate and report on the matter. All subsequent findings will be added to the Customer Dispute Form.

A formal written acknowledgement will be sent to the customer within one working day of receipt by JFMG.

The complaint will be investigated promptly. The customer will be informed of the outcome or progress to date within five working days.

When the complaint is deemed to have been satisfactorily resolved the JFMG Business Manager will endorse the Customer Dispute Form. The form will be kept in JFMG's customer record management system for at least six months.

4. How to access Alternative Dispute Resolution (ADR)

Eight weeks after the complaint was first made, the customer has the right to take an unresolved complaint to Alternative Dispute Resolution via Ofcom who will assess the complaint independent of JFMG. JFMG will provide the customer with written notification of their right to take the matter to ADR so long as the complaint is not considered vexatious and is within the jurisdiction Ofcom. Ofcom can be contacted at:



Ofcom
Riverside House
2a Southwark Bridge Road
London
SE1 9HA

However, in general, JFMG's complaints procedure supersedes this. JFMG will aim to resolve a complaint within five working days and if a complaint cannot be satisfactorily resolved, JFMG will escalate the matter to Ofcom when all its internal efforts to resolve the matter have been exhausted.

5. How records of complaints and disputes will be maintained

JFMG will retain written records of the complaints for a period of at least six months on its customer record management system.

A copy of the Customer Dispute Form will be included in the monthly and quarterly reports to Ofcom. Complaints will be reviewed at JFMG's quarterly Management Review Meeting.

Notes

To request a hard copy of JFMG's Complaints Code please contact JFMG by email at admin@jfm g.co.uk or by telephone on 020 7299 8660.

Please note that JFMG is able to accept complaints from third parties who are acting on behalf of customers with a disability and to provide correspondence in a customer's preferred format.
