



Complaints Customer Service Standards

Aster aims to get it right first time. However we do accept that sometimes we may fall short of what we would expect and customers or stakeholders may complain. We take all complaints very seriously and use them as an opportunity to put things right and improve our services.

A complaint may be about:

- The standard of service we provide
- Something we have said we would do – and didn't
- The time it's taken us to sort out an issue
- A decision we have made
- Something we have done – and shouldn't have done

Our complaint service standards aim to ensure that:

- A complaint can be made digitally, in writing, in person, by telephone and by third parties
- We will aim to resolve a complaint at the first point of contact and provide the customer with a resolution offer
- Acknowledgement of the complaint will be sent via letter or email to the customer within two working days of the complaint being recorded
- The customer will be contacted by the investigating manager to discuss the details of the complaint within 5 working days from the date the complaint was allocated to the manager
- An offer of resolution will be sent via letter or email to the customer within 12 working days from the date the complaint was recorded, detailing the outcome of the investigation and any proposed actions to be taken
- If a customer is unhappy with the outcome of a complaint, and our complaints process has been exhausted, they will be provided with information of their available options
- We will ensure all learning is captured and used to inform and improve our services