

# The Complaints Process

## Complaint Made

Service-related complaint made to CRS member.

Customer needs to wait up to 8 weeks for a response.

If no response is received or the complainant is still dissatisfied, the customer may turn to the CRS.

## Submit Complaint

Complainant submits form by post or online.

The CRS check that acceptance criteria are met and if necessary asks for more details.

If accepted, the CRS will give the parties 10 working days to resolve the complaint between themselves.

## Rebuttal

If the complaint still isn't resolved, the Member receives another 10 working days to submit rebuttal evidence.

A Case Assessor then has 15 working days to review the case and facilitate an early resolution.

## Proposed Decision

If both parties cannot reach a resolution during this time, the matter will proceed to a proposed decision provided within 20 working days.

## Response

The Member and Complainant have 10 working days to accept or ask for a review of the decision.

If the proposed decision is accepted by the parties, it becomes a CRS final decision.

## Review

Both the Member and Complainant may request a review within 10 working days of the proposed decision.

The Head of Redress has 20 working days to review the proposed decision before making the final decision.

## Final Decision

If the final decision is accepted by the Complainant then it will be binding on the Member.

If the member fails to comply, the complainant will be able to have the decision enforced in the courts.

## Court Escalation

If the Complainant disagrees with the final decision, they may take the member to court to resolve the complaint.