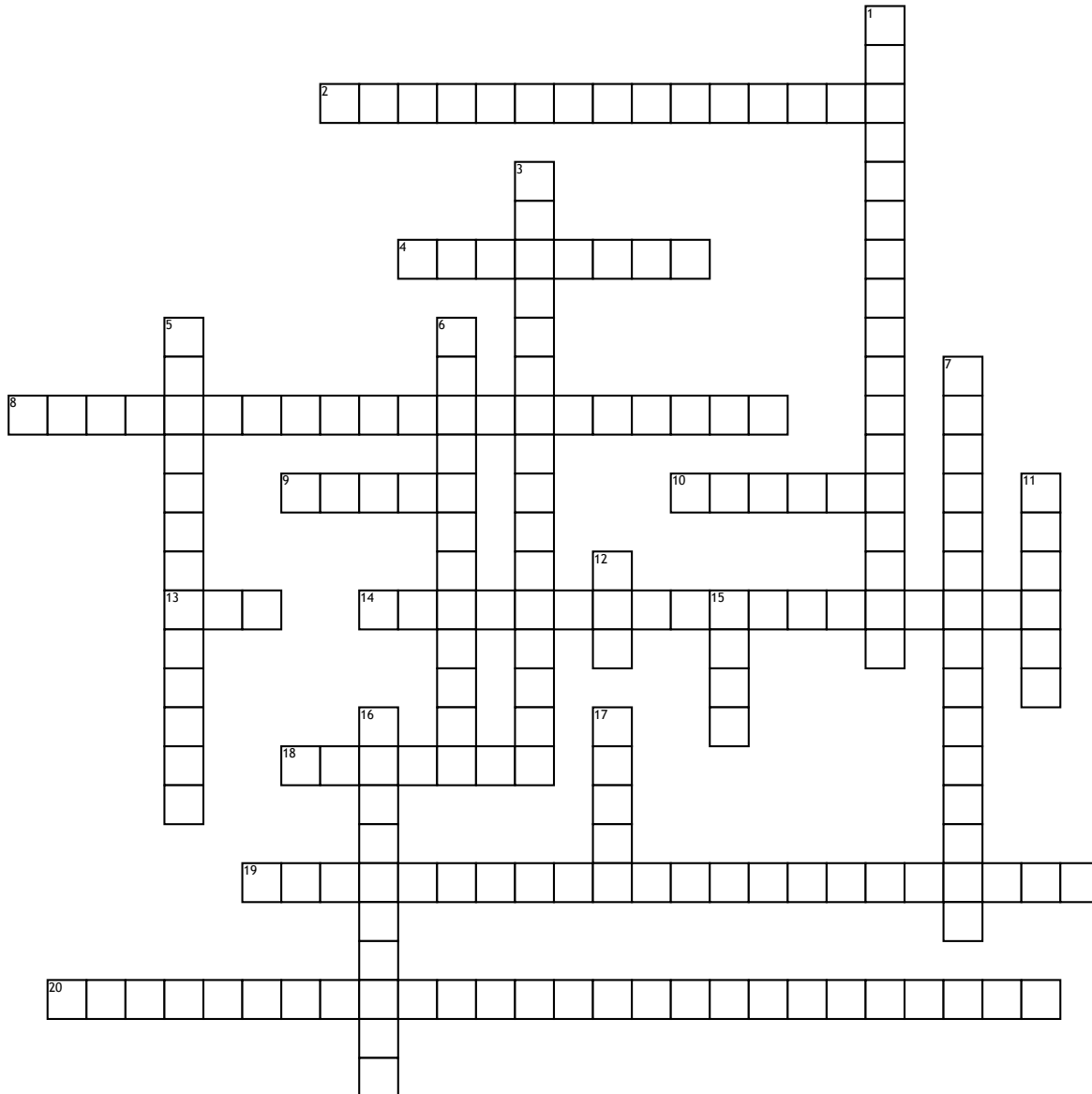


Complaint Handling Standards



Across

2. How many hours you have to do any remedial work

4. When we remove an admin fee off a policy, it is classed as this type of compensataion

8. When information is missing causing you to be unable to determine and outcome we use this

9. How many days do you have to send your complaint resolution summary letter?

10. If an error has been made, we call it this type of complaint

13. If an escalated complainant has had the resolution given but the complainant doesn't accept what form does the TM/SCR fill out to escalate to CA?

14. A CCR would log this before escalating if possible

18. These help us identify the process/procedure the customer was completing at the time they felt the need to complain. This then helps us make amendments or provide more training around the procedures that are causing most complaints

19. A third party complainant is called this

20. What does CHS stand for

Down

1. When we have not made an error but are providing the customer money

3. When a customer has distress above an beyond what we would expect

5. The letter that gets sent to the customer by CA if the complaint is over 5 days old

6. This is the best way to prevent a complaint escalating to FOS

7. When a customer raises a complaint you need to identify this

11. The program used for logging complaints

12. The complainant has this many months to go to FOS after receiving a final decision letter

15. When the complaint is escalated to the CA department without offering a resolution, this form needs to be filled out

16. This letter is sent when we have not responded to a complainant in 5 days

17. This helps us identify the error that has been made and by who. It means we can provide better feedback and training if errors have occurred