

# IPH PRINT LIMITED

## Customer complaint & dispute resolution procedures

### Avoiding disputes

Good customer relations, especially communications, are key to creating an environment that is free of conflict. IPH Print seek to create a culture that prevents conflict arising. Complaints by customers can lead to loss of valuable business and potentially heavy costs if they develop into litigation or mediation.

### Complaints procedure

If a complaint is received:

1. Documentation of the complaint is made immediately with reference to the customer, job and nature of complaint.
2. Telephone contact is made by one of the directors to the customer and a meeting arranged at the soonest opportunity.
3. Full internal investigation is carried out to source the circumstances leading to the complaint. Reference is made to proof checking, customers order and specification, quality control documentation for the particular job under complaint, review of all purchased materials used for the job and quality of materials at goods inwards.

### Resolution

**If the complaint is upheld and identified as the fault of IPH Print or due to materials purchased by IPH Print to produce the printing:**

Every effort will be made to rectify or replace the work immediately if satisfactory to the customer.

If the complaint is minor and the work although not perfect, is useable by the customer (agreed by customer and IPH Print), IPH Print will offer resolution by means of discount on the invoice for the job or an agreeable credit note for future use.

**If the complaint is identified as not the responsibility of IPH Print and is due to incorrect instruction or proof checking:**

IPH Print will enter dialogue to attempt to find an amicable solution favourable to both parties and with the intention of retaining future business from the customer.

**If responsibility for the cause of the complaint cannot be identified:**

IPH Print will enter dialogue to attempt to find an amicable solution favourable to both parties and with the intention of retaining future business from the customer.

### Escalation

If the dispute cannot be resolved following the procedures above, IPH Print will seek advice from:

**Coventry & Warwickshire Chamber of Commerce and Business link** and / or

**Federation of Small business** in order to resolve the dispute, following legal procedures if necessary.

## **Case study 1**

Customer: Warwick Graduates Association

Complaint: Folding on leaflet exceeding acceptable tolerance.

Procedure:

Following our dispute resolution process, we investigated samples taken from the Random Batch Sampling process carried out during production. Some inconsistency was found with the folding of the leaflets.

The leaflets had been delivered to a distribution centre and it was suggested to the customer that a representative of IPH Print visit the distribution centre in Swindon immediately to carry out an inspection of the printing and make further recommendations. The customer was in agreement. The full quantity of print was checked at the distribution centre and the error was identified within one small batch of the total quantity.

Resolution:

The unsatisfactory leaflets were removed and replaced with new copies within 48 hours. No disruption was caused to the distribution of the leaflets and the customer, although initially disappointed with the error, was satisfied that the dispute had been handled quickly and efficiently.

The folding machine used to produce the work was inspected and serviced. Random Batch Sampling from the folding machine was increased in intensity for 4 weeks after the complaint. No further problems were experienced.

No further action was required.

## **Case Study 2**

Customer: Riding For the Disabled Association

Complaint: Spelling mistake on the cover of their monthly magazine.

Procedure

Following our dispute resolution process, we investigated the original copy supplied to us by the customer, and the signed proofs. The spelling error had been introduced by us at the typesetting stage but missed by the customer during proof reading and the proof containing the spelling error had been approved by the customer and signed ready for print.

Resolution:

IPH Print would have been within rights to refuse responsibility for the error because the customer had approved the proof, but it was suggested by IPH Print that a better resolution would be found if joint responsibility was accepted. The customer agreed and decided that the spelling error although unfortunate, was not disruptive enough to the magazine to require a re-print. IPH Print offered an agreeable discount to the customer and printed an apology for the error in the next issue of the magazine.

A meeting was arranged by the quality manager at IPH Print for all production staff to discuss internal copy checking and implement strict procedures for spell checking copy we are inputting.

No further action was required.

***Reviewed June 2014***