



Resolve: Complaints Management for Disabled Customers

Your customers are your most important commodity. And with disabled people spending around £212 billion a year in the UK alone, you can't afford to let them down, which means giving disabled customers the service they deserve.

“ **95%**

of customers who have their complaint dealt with efficiently will not only continue to be a customer of yours, they will become even more loyal. ”

Whorton Business School



Tracey Proudlock,
Proudlock Associates

By dealing with customer complaints quickly and effectively, you can learn from your mistakes and identify ways to improve services and boost customer satisfaction.

But resolving complaints from disabled customers can require a little more thought and energy – and this is where we can help you.

We'll investigate situations where disabled customers complain they have been treated unfairly – for example if they feel they have been partly or wholly denied access to a service, or if they have been offered poor accessibility.

Our experienced disability and inclusion consultants reassure disabled customers that their complaint will be investigated thoroughly by someone who has personal experience of disability.

Our swift and effective solutions minimise your time and expenditure so that you don't have to run up expensive legal costs and damage your reputation.

To find out more about Resolve, our Complaints Service, please email tracey@proudlockassociates.com, or call 0845 130 1669 to speak to a consultant.

We offer:

01

An impartial, calm approach to collecting evidence.

02

A dedicated Case Manager, so you can respond to the complaint at the earliest opportunity.

03

Meetings and discussions with your disabled customers and local staff (including internal managers and head office where necessary).

04

A visit by an access consultant to the site in question, to assess the built environment (and management arrangements where relevant).

05

An action plan in order to avoid reoccurrences.

06

Advice and guidance in the event of a legal challenge under the Equality Act 2010, including Expert Witness Service (court attendance) if needed.