



Foreign & Commonwealth Office

FCO Services

FCO Services: Customer Complaints Procedure

At FCO Services, our aim is to deliver the best possible service to all our customers. However, if you are not completely satisfied with the service you have received and wish to make a complaint, we will provide you with the steps you will need to take.

The Customer Services team is manned Monday to Thursday between 8.00am – 5.00pm (UK time) and Friday between 8.00am – 4.30pm (UK time). We will:

1. Give you full details of how to make a complaint
2. Establish the all the issues relevant to your complaint
3. Handle your complaint in an effective and appropriate way

How do I make a complaint?

By Email	Address your email to FCO.Services@fco.gov.uk . This should include a full description of your complaint with as much detail as possible, including names, dates and places and your own contact details
By Telephone	You can contact us by using the following number: T + 44 (0) 1908 51 5789
By Fax	Address your fax to: FCO Services: Customer Services Team, using the following number: T +44 (0) 1908 51 5300

How is my complaint handled?

On receipt of your complaint we will take the following steps:

Log:	We will log your complaint on our system
Advise Customer:	We will email/phone you to advise you of the reference number
Escalate	We will direct your complaint to the appropriate area
Monitor/Track	We will provide regular feedback, either by phone/email, advising you of the progress of your complaint
Provide Resolution	As soon as we have received a response, we will inform you in writing addressing all issues raised in the complaint



Foreign & Commonwealth Office

FCO Services

How long will my complaint take before it is resolved?

Immediately	<p>Our aim is to resolve your complaint as quickly as possible.</p> <p>However, if we are unable to address your issues immediately, we will advise you, giving an estimated resolution time, and refer your complaint to the relevant service area for a response</p>
2 Working Days	<p>If your complaint has not been resolved within 2 working days, we will contact you to explain why your query has not been resolved and when we expect to be able to respond to your complaint</p>
5 Working Days	<p>If your complaint has not been resolved within 5 working days, we will contact you again to provide you with an update</p>
10 Working Days	<p>In most instances, your complaint should be resolved by this stage. If this is not the case, we will contact you to provide you with an update of the situation</p>
After 10 Working Days	<p>We will continue to provide regular updates until the complaint has been resolved</p>

What happens if the complaint hasn't been resolved to my satisfaction?

Our aim is to resolve your complaint as quickly and fully as possible.

However, if you are not satisfied with the response given by FCO Services, your complaint will be reviewed by our Customer Services Manager and the appropriate Head of the Service Provider to which your complaint relates.