



FCO SERVICES

Part of the Foreign and Commonwealth Office

Our 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, these are the steps you will need to take.

Our Customer Services Contact Centre is manned 8.30am – 4.30pm, Monday–Friday (UK Time). Outside of these hours please email fco.services@fco.gov.uk

We will:

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

How do I make a complaint?

By E-mail

Address your e-mail to fco.services@fco.gov.uk (FCO Services on GAL).

To help us to deal with your complaint as efficiently as possible, please include a full description of your complaint with as much detail as possible.

By Telephone

You can contact us on 01908 515789 option 5

In Writing

FCO Services Contact Centre
Hanslope Park
Milton Keynes
Buckinghamshire
MK19 7BH
United Kingdom



How is my complaint handled?

Log

We will log your complaint on our system.

Advise Customer

We will email or 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 or email, advising you of the progress of your complaint.

Provide Resolution

As soon as we have received a response from the relevant business area, we will inform you in writing addressing all issues raised in the complaint.

How long will it take for my complaint to be resolved?

Immediately

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

2 Working Days

If your complaint has not been resolved within two 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.

5 Working Days

If your complaint has not been resolved within five working days, we will contact you again to provide you with an update.

10 Working Days

In most instances, your complaint should be resolved by this stage. However, if this is not the case, we will contact you to provide you with an update of the situation.

We will continue to provide regular updates until the complaint has been resolved to your satisfaction.

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

Our aim is to resolve your complaint as quickly and as fully as possible. However, if you are not satisfied with the response, your complaint will be reviewed by our Head of Customer Experience and the Director of the business area to which your complaint relates.

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