



Complaints Procedure

Objective: To ensure that any complaints we receive are dealt with in a structured manner by being recorded, acknowledged and resolved appropriately.

Scope: All areas of our operation.

Revision Date: 01/06/2018

Complaints Procedure: Any complaint in relation to any aspect of our work should be attended to without delay. Ownership of a complaint may be received from a variety of sources, and may be verbal or written. The company representative should, in the first instance, ascertain the procedure to be adopted in the case of a complaint. The following standard complaints procedure should be adopted and followed:

1. Depending on the nature of the complaint, the complaint will be passed to the relevant manager or attended to by the company representative;
2. The relevant manager or company representative will contact the complainant within 1 working day, unless otherwise agreed, and advise on steps to be taken to address the issue;
3. The relevant manager or company representative will fully investigate the complaint and decide on the next course of action;
4. The issue should be rectified within the time-period agreed with the complainant, or the complainant should be contacted and a new timescale agreed;
5. Once the issue is rectified we should try to obtain written confirmation that the complaint has been resolved to the satisfaction of the complainant, whenever this is possible.
6. Any written information received will be retained in the customer's project paperwork.
7. Preventative action should be considered to prevent a recurrence of this issue.