

# COMPLAINTS POLICY

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We recognise that despite all our best efforts occasionally we may get it wrong and not provide our Clients, Stakeholders or Sub Contractors with the quality of service they expect from us.

## **When this happens and we are told about it, this is a “Complaint”**

On these rare occasions I assure you we will make every endeavour to deal with the matter quickly, efficiently and transparently and without compromise.

We will use all available information we learn from the complaint to focus on improving our services and prevent re-occurrence in the future

## **It is our Policy to deal with complaints.....**

**quickly:** All complaints will be acknowledged within 24 hours, investigated and resolved with the aim of achieving satisfaction within 72 hours.

**efficiently:** The Managing Director will take sole responsibility for the investigations and liaise with the complainant directly without any unnecessary delays.

**transparently:** Full findings of the investigations will be documented and communicated to the complainant.

**without compromise:** We will strive to ensure complainants do not suffer where it is found our service was deficient in any areas where we had a reasonable influence.

Should you have any cause for complaint, without hesitation please direct your communication in the first instance to the Managing Director at the address shown

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**Date 4 January 2020**