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## **COMPLAINTS POLICY & PROCEDURE**

Our aim is to provide our customers and those affected by our work with a high standard of service. However, if things do go wrong we need to know as soon as possible so that we can put them right. Our complaints procedure is important to us. It helps us to improve our service.

**Who can complain** – Anyone can make a complaint when they are not happy with the standard of service they have had from us or from someone providing a service for us. All complaints are treated confidentially.

**Registering a complaint** – You can register a complaint in person, by telephone, in writing or by e-mail. Complaints that are made anonymously will be considered carefully and actioned where it is deemed appropriate.

If you are a resident or business close to the work it is likely you will have been given a customer care information letter before the start of the contract which will include the site managers contact details.

Most complaints can be resolved by contacting the site manager or site foreman to discuss the issue. You can either contact the site manager by telephone or by visiting the site office. If you want to talk to the site manager in person it is preferable to ring to make an appointment.

If you visit our site offices we cannot guarantee to see you straight away, however one of our site staff will see you as soon as they are able. If for whatever reason there is a longer delay, you will be offered the choice to either wait or book a later appointment.

Complaints can also be registered by calling our head office. Our contact numbers are displayed on site notice boards, our web site and we are listed in telephone directories. All calls to our head office will be answered promptly and you will be transferred to a member of staff who can deal with your complaint. If that person is not available immediately to take your call, we will take your contact number and call you back within 24hrs.

If we receive your enquiry or complaint by e-mail or letter, we will acknowledge your correspondence and reply within 3 days of receipt so you will know that we are looking into your complaint.

**How we will deal with your complaint** – Our Contracts Managers and staff responsible for public liaison are trained in customer care and will be able to review your enquiry or complaint. Where we accept responsibility for the complaint and have the authority to rectify the issue we will action this as soon as possible. If we are not responsible for the cause of the complaint or cannot answer the enquiry, we will endeavour to explain why and suggest whom the customer should contact for further assistance.

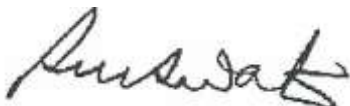
Whilst it is not always possible to provide complete solutions to some problems, where possible we will take action to reduce the impact of the situation and keep you informed of any proposed long-term solution.

**Time scale for dealing with an enquiry or complaint** – We are committed to being a truly customer focused business and will try our best to resolve issues quickly, where possible on the same day.

Occasionally, complex issues may mean that we have to discuss the matter with other parties and some elements may be beyond our control, this can slow down the process of investigation and resolving the situation. If our discussion or investigations are likely to cause an unreasonable delay, we will keep you informed of progress until the issue is resolved.

On all unresolved instances we will write to you on a regular basis keeping you informed of our progress to resolving your complaint.

**Appeal** – If you are not satisfied with the way your complaint has been dealt with you can write to our managing director who will try to resolve the issue to your satisfaction. As with registering your complaint, we will formally acknowledge the receipt of your appeal. Participation in the appeal does not affect your statutory rights.



**P Watson, Managing Director**  
1<sup>st</sup> January 2021