

# CUSTOMER COMPLAINTS POLICY

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## INTRODUCTION

Correct Contract Services is totally committed to a “right first time” approach to all our works. However, from time to time, clients and stakeholders may be dissatisfied with work we have undertaken – or in some cases have failed to carry out in accordance with their expectations.

This policy defines the process by which Correct Contract Services investigates any complaints and undertakes mitigation activities.

## THE POLICY

This complaints procedure is applicable to any installation, refurbishment, repair or maintenance works we that we carry out for Public or Private Organisations and individual homeowners or landlords.

Any complaint received, either formally or informally, is reported immediately to the Administration/Contract Manager or - in their absence - the Managing Director.

Receipt of the complaint is acknowledged within the same working day and the complaint is logged in the complaints register and a full report filled out for records. If the complaint is received from someone other than our client (for example a resident in Housing Association Property), the client is also notified of the complaint and our intended course of remedial or other action

The Administration/Contract Manager or - in his absence Managing Director - will make contact with the customer/resident , or a representative of the organisation commissioning the work, within 24 hours, to establish the basis of the complaint and agree the next course of action. This action may involve a site meeting/staff interviews/written response but will always involve an investigation into the complaint.

Once the investigations have taken place, a response to the complaint is delivered (with prior involvement of the client or commissioning organisation if required). This delivery is carried out within a maximum of 5 working days providing no external factors are present (e.g. client is unavailable for a meeting due to other commitments)

Our response will either be:

Accept the complaint and agree a course of action to resolve the complaint

Repudiate the complaint – usually at an additional meeting and followed up in writing (Prior notification is ALWAYS given to the client if this course of action is going to be delivered to a customer)



Partial acceptance of a complaint and a compromise agreement obtained to resolve the complaint.

Once the complaint has been resolved in terms of the agreed action, the complaints register is updated and completed, should the complete also be considered a non-conformance under our ISO integrated management system an internal non-conformance report will be generated with a review and action date also to prevent re-occurrence.

At all times any discussions/documents/photographs are retained on the client job file and on our "PROTEAN" management system so that all staff are aware of any on-going issues.

Should any customer not be fully satisfied with the resolution or handling of a complaint they are entitled to complain to any of our accreditation bodies about our service:

Gas Safe, RECC (Renewable Energy Consumer Code), NICEIC, Safe Contractor, OFTEC, NICEIC MCS/Gemserv. The details of all of these accreditation bodies can be provided upon request and in some cases all their contact information is issued with our proposals and documentation. You can also find any of these bodies on the internet.

#### TECHNICAL DEFECTS

For any complaints or breakdowns of an urgent nature we shall always ensure the fault is attended to and resolved. Any other action shall be followed up after the immediate issue has been resolved with our own work, we shall attend and resolve the following faults strictly within the following time frames.

- Gas or Plumbing emergency – 4 hours or same day
- A Renewable energy heating breakdown or plumbing emergency – 4 hours or same day
- Electrical failure or emergency – 4 hours or the same day

MECHANICAL & ELECTRICAL SERVICES

