

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

Part of our work is currently for Insurance Companies and therefore we operate a strict complaints procedure in order to ensure that their obligations under the FSA are met. However, this complaints procedure is also applicable to any repair or maintenance works we carry out for Public or Private organisations that are not commissioned by the Insurance Industry.

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

Receipt of the complaint is acknowledged within the same working day and the complaint is logged in the complaints register. 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 Customer Services Manager or - in his absence Managing Director - will make contact with the policyholder , 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

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.