

COMPLAINT POLICY AND PROCEDURES

Main Author	Reviewer	Reviewer	Approver
Michel Mauricio	Liam O'Meara	Michael Carroll	Tom Barrett

REV	Date	Status / Description of Changes
Michel Mauricio	05/08/2019	Updating all laws/regulations dates to the current standard. Adjusting template, for a more clear layout.

Thomas Barrett – Director

Reviewed : 05/08/2019



Contents

Introduction 3

Complaints Contact Information 4

Monitoring 4

Thomas Barrett – Director

Reviewed : 05/08/2019



Introduction

Gradewell Construction and plant hire Ltd together with Gradewell Plant and haulage Ltd are committed to providing a high-quality service to all its stakeholders. In order to do this , we welcome feedback regarding our service and give out surveys annually to customers and suppliers to rate our quality of service in different spectrums e.g. communication , problem solving , improvements...

We wish to resolve complaints as quickly as possible , to make it less tedious for everyone. Furthermore, both companies will ensure that all complaints are recorded, investigated and resolved respecting the confidentiality and the rights of the person/organisation making the complaint.

Complaints and suggestions from employees or other organisations are a valued source of information regarding the quality of our service and ability to problem solve, thus we see it as a opportunity for improvement.

As well as stakeholders, complaints can come from the FORS Community Partnership. Complaints also include any notice of Public Inquiry, HSE notice of action or County Court Judgements.

The company keeps a record of all customer or public complaints made against them or their drivers. These records will be kept together with records from the review process.

In all cases complaints and concerns shall be treated seriously and in a sensitive and confidential manner. All complaints received will be dealt with in accordance with the requirements of the **Data Protection Act 2018**, subject to the need to disclose information as required by statutory authorities, and/or as a result of statutory, legal or parliamentary obligations placed on the commission.

Complaints and suggestions must be handled in such a way that a satisfactory outcome can be reached, therefore turning a potentially difficult and damaging problem into a source of quality improvement.

Complaints are taken seriously , recorded, investigated, and the instigator informed of the decided outcome. The complainant is updated in writing about the progress of the complaint during investigation.

The appointed complaint Manager is Michael Carroll and he is responsible for all complaints.

A complaint can be made: by telephone, in writing , by email or in person. All responses will be made/followed up in writing (preferably email).

Thomas Barrett – Director

Reviewed : 05/08/2019



Complaints Contact Information

Gradewell Unit 14A

Thorney Lane North

Thorney Business park

Iver

SL0 9HF

Phone:01753654149

Email:admin@gradewellgroup.co.uk

Complaints must receive an acknowledgment within 24hours. In the acknowledgement, they must be made aware of who is handling the complaint.

All complaint investigations should be completed within 6 months at the latest, unless a different time has been agreed. This should only be done when there is a good reason for it.

Complainants have the right to refer their complaint to the director – Thomas Barrett if they are unhappy with the outcome of the investigation. The complainant also has the right to alert the local organisations/police.

Monitoring

The following information is recorded on a complaints log:

- Each complaint received
- The subject matter and outcome for each complaint
- Details of the reason for delay where an investigation took longer than the agreed response period agreed
- The date the outcome of the investigation was sent to the complainant.

The company must record all the evidence of the actions taken following all the complaints received , together with evidence that they have been appropriately managed to limit recurrence.

The company will set a Performance Improvement Plan (PIP) and will monitor to assess if appropriate improvements are being made. If the expected outcomes are not achieved/improvements attained more formal action may be taken under the relevant procedure.

Thomas Barrett – Director

Reviewed : 05/08/2019

