



## **Complaints Policy of JH Brickwork (Kent) Limited**

JH Brickwork views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person or organisation that has made the complaint.

### **Our policy is:**

To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint

To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint

To make sure everyone at JH Brickwork knows what to do if a complaint is received

To make sure all complaints are investigated fairly and in timely way

To make sure that complaints are, wherever possible, resolved and that relationships are repaired

To gather information which helps us to improve what we do

### **Definition of a complaint**

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of JH Brickwork.

### **Where complaints come from**

Complaints may come from any person or organisation who has legitimate interest in JH Brickwork.

A complaint can be received verbally, by phone, by email or in writing. This policy does not cover complaints from staff, who should use JH Brickwork's discipline and Grievance policies.

### **Confidentiality**

All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

### **Responsibility & Review**

Overall responsibility for this policy and its implementation lies with the managing director. This policy is reviewed regularly and updated as required.



## **Complaints procedure of JH Brickwork(Kent) Limited**

### **Publicised contact details for complaints:**

Written complaints may be sent to JH Brickwork(Limited) at 23 Glebe Lane, Barming, Maidstone, kent,ME169BB or by email at [jason@jhbrickwork.co.uk](mailto:jason@jhbrickwork.co.uk).

Verbal complaints may be made by phone to 01708938672.

### **Receiving Complaints**

Complaints may arrive through channels publicised for that purpose or through any other contact details or opportunities the complainant may have,

Complaints received by telephone or in person need to be recorded.

The person who receives a phone or in person complaint should:

Write down the facts of the complaint

Take the complainants name, address and telephone number

Note down the relationship of the complainant to JH Brickwork for example: Client, neighbours etc

Tell the complainant that we have a complaints procedure

Tell the complainant what will happen next and how long it will take

Where appropriate, ask the complainant to send a written account by post or by email so that the complaint is recorded in the complainants own words.

### **Stage one**

In many cases, a complaint is best resolved by the person responsible for the issue being complained about. If the complaint has been received by that person, they may be able to resolve it swiftly and should so if possible and appropriate.

On receiving the complaint, this is recorded into the complaint log. If it has not already been resolved, they delegate an appropriate person to investigate it and to take appropriate action.

If the complaint relates to a specific person, they should be informed and given a fair opportunity to respond.

Complaints should be acknowledged by the person handling the complaint within a week. the acknowledgment should say who is dealing with the complaint and when the person complaining can expect a reply. A copy of this complaints procedure should be attached.

Ideally complainants should receive a definitive reply within four weeks. If this is not possible because for example, an investigation has not been fully completed, a progress report should be sent with an indication of when a full reply will be given.

Whether the complaint is justified or not, the reply to the complaint should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.

## **Stage Two**

If the complainant feels that the problem has not been satisfactorily resolved at stage one, they can request that the complaint is reviewed at director level. At this stage, the complaint will be passed to the managing director.

The request for directors level review should be acknowledged within a week of receiving it. The acknowledgment should say who will deal with the case and when the complainant can expect a reply.

The person who receives stage two complaints may investigate the facts of the case themselves or delegate a suitably senior person to do so. This may involve reviewing the paperwork of the case and speaking with the person who dealt with the complaint at stage one.

If the complaint relates to a specific person, they should be informed and given a further opportunity to respond.

The person who dealt with the original complaint at stage one should be kept informed of what is happening.

Ideally complainants should receive a definitive reply within two weeks. If this is not possible because for example, an investigation has not been fully completed, a progress report should be sent with an indication of when a full reply will be given.

Whether the complaint is upheld or not, the reply to the complaint should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint. The decision taken at this stage is final, unless the director decides it is appropriate to seek external assistance with resolution.