

# COMPLAINTS PROCEDURE



We aim to always provide a high level of service. However, if there is an occasion when you feel our service has fallen below the standard you expect, we will do our best to resolve the situation. This policy sets out the procedure which we will follow to deal with any complaints.

## **Level 1**

Your complaint should initially be made orally or in writing to the Project Manager who dealt with your project. The Project Manager will aim to resolve the complaint either:

- Immediately over the telephone, or
- By visiting you within three working days

In most cases, contacting the Project Manager directly will resolve the issue. If, however, you are dissatisfied with the outcome, you can escalate your complaint to Level 2 of our complaint's procedure.

## **Level 2**

A director of the company will then investigate the complaint and will carry out the following:

- Contact you within five days to discuss the complaint
- Liaise with the Project Manager or Surveyor involved in the project
- Write to the client within 14 days with the outcomes of their investigation

If you accept the findings, the matter will be closed but if you remain dissatisfied upon the completion of level 2 review, you can escalate the complaint further to Level 3.

## **Level 3**

Where a complaint cannot be resolved, you have the right to make a formal complaint in writing to the Register at the Construction Industry Council at CICAIR Limited, 26 Store Street, London, WC1E 7BT

A complaint form can be obtained by visiting <https://www.cicair.org.uk/complaints/> as well as further information on the complaints process.

All relevant information will be recorded as part of the company's Quality Management System, forming part of an annual review for both investigating complaints and outcomes to enable improvements in our service and prevent recurrence. All information will be kept for a minimum period of not less than 5 years for any subsequent audits.