



# OUR COMPLAINTS POLICY & PROCEDURE

**NOTE:** This Policy does not replace the requirements of ISO 9001 as described in section IMSP08 Non-Conformance pages 67-69, but is in addition to them.

## PURPOSE OF THIS POLICY:

D R Jones (Yeovil) Ltd is committed to providing a high-quality service for its customers and working in an open and accountable way that builds the trust and respect of everyone we work with. One of the ways in which we can continue to improve our service is by listening and responding to the views of our customers and stakeholders, and in particular by responding positively to complaints, and by putting mistakes right.

## OUR COMPLAINTS POLICY:

**Definition:** A complaint shall be defined as any level of dissatisfaction with the standard of goods or services D R Jones (Yeovil) Ltd provides, the behaviour of our staff and any action or lack of action by staff affecting an individual or group.

**Purpose:** The formal complaints procedure is intended to ensure that all complaints are handled fairly, consistently and wherever possible resolved to the complainant's satisfaction.

When handling a complaint, it is our responsibility to ensure that:

- making a complaint is as easy as possible
- we treat a complaint as a clear expression of dissatisfaction with our service which calls for an immediate response
- we deal with it promptly, politely and, when appropriate, confidentially
- we respond in the right way - for example, with an explanation, or an apology where we have got things wrong, or information on any action taken etc.
- we learn from complaints, use them to improve our service, and review annually our complaints policy and procedures.

When making a complaint, it is the complainant's responsibility to

- raise concerns promptly and directly with a member of staff in D R Jones (Yeovil) Ltd
- explain the problem as clearly and as fully as possible, including any action taken to date
- allow D R Jones (Yeovil) Ltd a reasonable time to deal with the matter
- recognise that some circumstances may be beyond D R Jones (Yeovil) Ltd control.

## CONFIDENTIALITY:

Except in exceptional circumstances, every attempt will be made to ensure that both the complainant and D R Jones (Yeovil) Ltd maintain confidentiality. However, the circumstances giving rise to the complaint may be such that it may not be possible to maintain confidentiality (with each complaint judged on its own merit). Should this be the case, the situation will be explained to the complainant.



# OUR COMPLAINTS POLICY & PROCEDURE

## OUR COMPLAINTS PROCEDURE:

**Stage 1 – The Complaint:** In the first instance, the complainant should contact a member of staff at D R Jones (Yeovil) Ltd and explain the details of their complaint, the consequences for them as a result, and the remedy they are seeking. The member of staff will then document this on our Complaints Report Form (QMF03/2) and pass this on to the relevant Line Manager to investigate.

If the complaint is made in writing or via email, the complainant can expect their complaint to be acknowledged within 2 working days of receipt. If the complaint is made verbally, then a verbal acknowledgement will be made. We will endeavour to provide the complainant with a response and an explanation within 5 working days, or such other time which has been agreed between the investigator and the complainant.

**Stage 2 - Investigation:** All complaints at this stage will be dealt with by a Line Manager. If they need to meet with the complainant, they will do so within 5 working days of receiving the complaint. Complaints will be fully investigated and a written response provided to the complainant within 5 days. If, for any reason, the complaint cannot be fully investigated within 5 days then the Line Manager will write to the complainant and detail when the investigation will be carried out. The complainant will receive confirmation of the outcome of any investigation, recommendations/remedies made. Where the complaint is upheld an apology should be offered. The Line Manager will then complete the 'Investigation' section of the Complaints Report Form and detail and corrective/preventative actions. If the complaint is resolved then this will be signed off and sent to the Health, Safety, Environmental and Quality department, however, if the complainant wishes to progress to stage 3 then the complaints form will be sent to the Managing Director.

If an individual remains dissatisfied with the outcome from Stage Two, they can appeal within 5 working days of the date of the outcome and progress to Stage Three. The complaints register will be updated and any pending complaints flagged so they are followed up

**Stage 3 – Appeal:** If the complaint cannot be resolved to the complainant's satisfaction at stage two, or if the Line Manager feels that the complaint is of a very serious nature then it will be referred to the Managing Director. The Managing Director will acknowledge receipt within 2 working days, they will review the Stage Two investigation and recommend one of the following actions within 5 working days (from the date the complainant stated they wanted to take the complaint to stage 3):

- Uphold the action taken by D R Jones (Yeovil) Ltd at Stage Two
- Make changes to the Stage Two recommendation/actions

The complainant will be informed in writing of the outcome of stage three, the decision reached about this complaint will then be final but other options available to the complainant should be detailed in the letter.

The Line Manager will then complete the 'Appeal' section of the Complaints Report Form and detail any further corrective/preventative actions. This will then be signed off and sent to the Health, Safety, Environmental and Quality department.

**SIGNED ON BEHALF OF JONES BUILDING GROUP**

02/11/2021

Mark Porter

**Managing Director**