



Complaints policy and procedure

Last Updated January 2023

Introduction

Miles Construction Ltd views complaints as an opportunity to improve and make changes as required for the future. We use them as a tool to dissect what has gone wrong and to build a way to ensure that things are put right for the client who has complained and use the experience as a tool to ensure that we mitigate any further complaints.

Complaints

Request to action our complaints procedure can be received verbally, via email, in writing or over the phone. Where a request to action complaints procedure has been received verbally or via the telephone, an email or letter (client's preference) with a brief description of what was discussed will be sent to include a date of when Miles Construct will respond to the report of expressed dissatisfaction.

Confidentiality

All complaints will be dealt with as confidential and will be handed sensitively, without judgment or bias. We will also ensure that we adhere to all current GDPR rules.

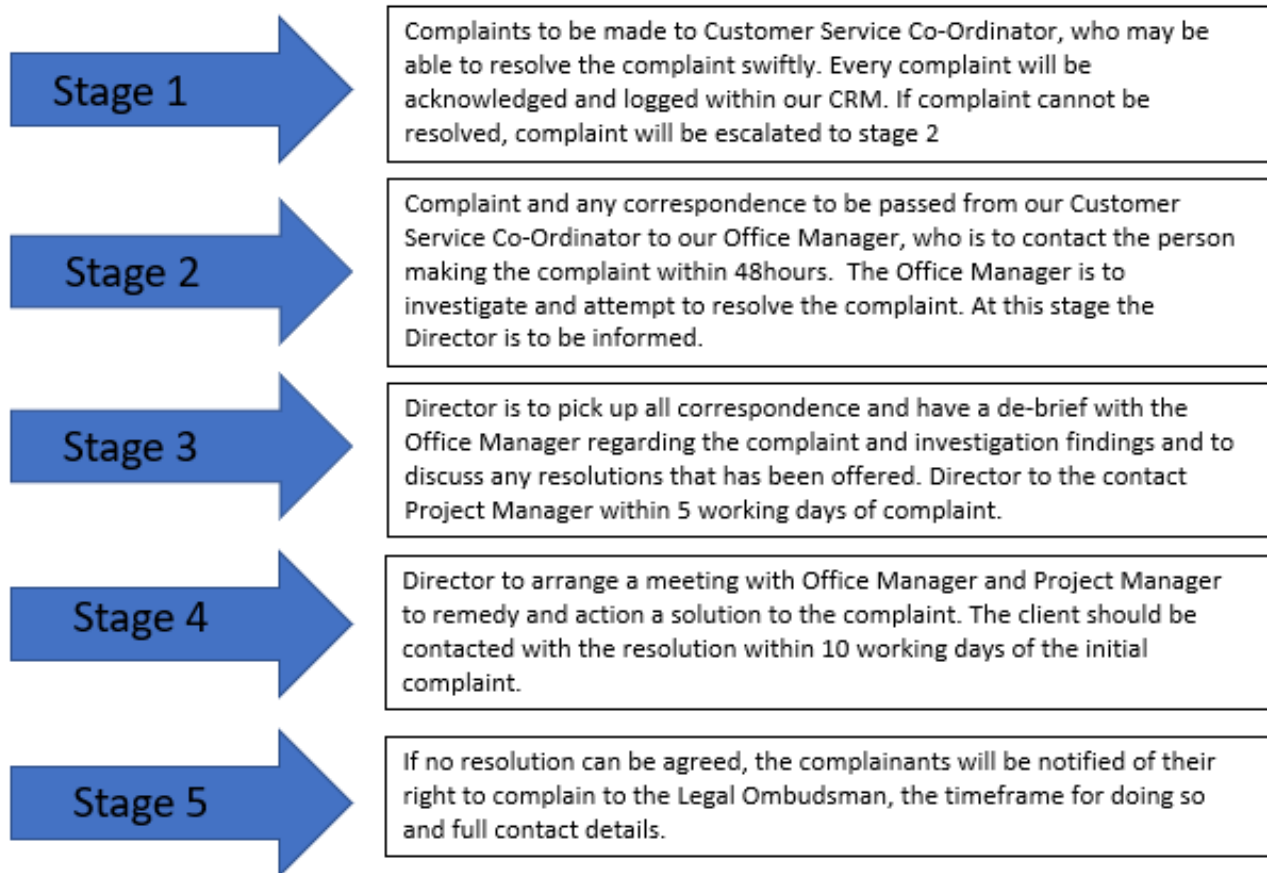
Responsibility

Miles Construct Ltd has a responsibility to review this policy yearly and update as required.

Our Policy

- a) To provide a fair and clear complaints procedure
- b) To ensure that the internal complaints procedure is followed and that everyone involved is aware and plays their part.
- c) To ensure that all complaints are investigated fairly and in accordance with the timescales set us in our procedures
- d) To do our utmost to make sure that wherever possible complaints are resolved, and relationships repaired.
- e) To gather information to help us improve our service as a company.

Receiving complaints



Please forward complaints to

Email: enquiries@milesconstruct.com

Phone: 0800 292 2159

Unit A, Platform 88,
Ashburton Industrial Estate,
Ross-on-Wye,
Herefordshire
HR9 7BW