

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 Itd 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 upmost 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.

Internal complaints procedure

Receiving complaints

Stage 1

Complaints to be made to Customer Service Co-Ordinator, who may be able to resolve the complaint swiftly. Every complaint will be acknowledged and logged within our CRM. If complaint cannot be resolved, complaint will be escalated to stage 2

Stage 2

Complaint and any correspondence to be passed from our Customer Service Co-Ordinator to our Office Manager, who is to contact the person making the complaint within 48hours. The Office Manager is to investigate and attempt to resolve the complaint. At this stage the Director is to be informed.

Stage 3

Director is to pick up all correspondence and have a de-brief with the Office Manager regarding the complaint and investigation findings and to discuss any resolutions that has been offered. Director to the contact Project Manager within 5 working days of complaint.

Stage 4

Director to arrange a meeting with Office Manager and Project Manager to remedy and action a solution to the complaint. The client should be contacted with the resolution within 10 working days of the initial complaint.

Stage 5

If no resolution can be agreed, the complainants will be notified of their right to complain to the Legal Ombudsman, the timeframe for doing so and full contact details.

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