

## **John Russell & Son Flat Roofing Complaints Policy**

John Russell & Son Flat Roofing 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 John Russell & Son Flat Roofing knows what to do if a complaint is received;
  - To make sure all complaints are investigated fairly and in a timely way;
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired;
  - and
  - 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 John Russell & Son Flat Roofing

### **Where Complaints Come From**

Complaints may come from clients (past and present), prospective clients, staff on the sites that we attend or members of the public that we come into contact with. A complaint can be received verbally, by phone, by email or in writing.

This policy does not cover complaints from staff, who should use John Russell & Son Flat Roofing 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**

Overall responsibility for this policy and its implementation lies with the proprietor of John Russell & Son Flat Roofing

### **Review**

This policy is reviewed regularly and updated as required.

Adopted on: May 2014

Last reviewed: August 2020

Next review: August 2021

Complaints Procedure of John Russell & Son Flat Roofing

Publicised Contact Details for Complaints:

Written complaints may be sent to John Russell & Son Flat Roofing at

4 Boscombe Road, Folkestone, Kent, CT19 5BD

or by e-mail at: [info@johnrussellandsaonroofing.co.uk](mailto:info@johnrussellandsaonroofing.co.uk)

Verbal complaints may be made by phone to: 01303 773859