

Official Complaints Policy and Procedure

Adept Services Limited (company registration number: 10358592), incorporated on 23rd December 2016, also referred to herein as “the company”, is dedicated to providing and maintaining high standards of workmanship and customer service. However, we do recognise that from time to time things may not live up to the high standards that both the company and the customer have come to expect from Adept Services Limited.

This policy outlines what should be done and what the customer should expect. Adept Services Limited views complaints as opportunity to learn and improve, as well as a chance to put things right for the customer that has made the complaint.

Our policy is:

- To provide a fair complaints procedure which is clear and easy to use for anyone who wishes 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 ensure that all staff at Adept Services Limited know what to do if a complaint is received.
- To ensure all complaints are investigated fairly and in a timely manner.
- To ensure that complaints are, wherever possible, resolved and that relationships are repaired.
- To gather all relevant information which may aid in improving any of our practices, procedures or policies.

Definition of a Complaint

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of Adept Services Limited.

Where Complaints come from

Complaints may come from any customer, party who has been quoted, or any party who has an interest in those that have been aforementioned welfares.

How we receive complaints

A complaint may be received verbally, by telephone, by e-mail or may be written or typed. Please see below for who to make a complaint to and how.

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 Managing Director of Adept Services Limited.

Review

This policy is reviewed regularly and updated as required

Adopted on 8th March 2018

Last reviewed 3rd October 2019

Adept Services Limited Complaint Procedure cont.

Publicised Contact details for complaints:

Written complaints may be sent to Adept Services Limited at Adept House, Unit 6 Millpool, Nash Lane, Belbroughton, Stourbridge. DY9 9AF or by e-mail at info@adeft.co.uk

Verbal complaints may be made by phone by calling our office number, 0800 195 4987, or in person to any of the company's staff, representatives or sub- contractors when on site.

Complaints may arrive through the channels publicised above or through any other contact details or opportunities the complainant may have.

Complaints received by telephone, or in person, need to be noted. The company does not routinely record telephone conversations. A call may be recorded on occasion, however, an automated message will be played to make the customer aware of this fact. If you intend on making a complaint either verbally or by telephone then please be prepared with the following information:

- Your name, address and best telephone number to contact you on.
- Your relationship to the company
- The facts of the complaint.
- Please note: Our staff will not be subject to verbal or written abuse, this includes being shouted out. If you swear or shout at our staff then you will be warned but should you not heed this warning the call may be terminated.

Resolving Complaints

Stage one

In many cases, a complaint is best resolved by the person responsible for the issue being complained about. If the complaint has been received by that person, they may be able to resolve it swiftly and should do so if possible and appropriate.

Whether or not the complaint has been resolved, the complaint information should be passed to the administrative department within one week.

Upon receiving the complaint, the administrative department should record it in the complaints log and, if the complainant is a customer, on their folder within one week. If the complaint has not already been resolved then the administrative department will delegate an appropriate person to investigate it and take appropriate action.

If the complaint related to a specific person, they should be informed and given a fair opportunity to respond.

Complaints should be acknowledged by the person handling the complaint within a week. The acknowledgement should say who is dealing with the complaint and when the person complaining can expect a reply. A copy of this complaints procedure should be attached if requested by the complainant.

Ideally, complainants should receive a definitive reply within four weeks. If this is not possible because for example, an investigation has not been fully complete, a progress report should be with an indication of when a full reply will be given.

Whether the complaint is justified or not, the reply to the complaint should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.

Stage Two

If the complainant feels that the problem has not been satisfactorily resolved at Stage One, they can request that the complaint is reviewed at Board level. At this stage, the complaint will be passed to the head of the relevant department.

The request for Board level review should be acknowledged within a week of receiving it. The acknowledgement should say who will deal with the case and when the complainant can expect a reply.

The head of department may investigate the facts of the case themselves or delegate a suitably senior person to do so. This may involve reviewing the paperwork of the case and speaking with the person who dealt with the person who dealt with the complaint at Stage One.

If the complaint relates to a specific person, they should be informed and given a further opportunity to respond.

The person who dealt with the original complaint at Stage One should be kept informed of what is happening.

Ideally, complainants should receive a definitive reply within four weeks. If this is not possible because for example, an investigation has not been fully completed, a progress report should be sent with an indication of when a full reply will be given.

Whether the complaint is upheld or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.

The decision taken at this stage is final, unless the Board decides it is appropriate to seek external assistance with the resolution of the matter.

Variation of the Complaints Procedure

The Board may vary the procedure for good reason. This may be necessary to avoid a conflict of interest, for example, a complaint about the Head of Department should not be handled by that person at the Stage Two level.

Monitoring and Learning from Complaints

Complaints are reviewed periodically to identify any trends which may indicate a need to take further action.