

## Customer Complaints Policy.

As our business is totally dependant upon customers, and maintaining good working relationships with them is key to our success, any complaints from customers should be dealt with in a timely and appropriate manner.

Given this, customers or others wishing to make a complaint should initially speak with their normal contact within Pitkin & Ruddock to outline the nature of the complaint, if this is not known they should contact the Operations Director Mr Dean Clackett on 01502 563629.

To aid with the investigation process we ask that the nature of complaint and relevant timings are clearly identified, where possible we would ask that this be done formally in writing / email. This will allow a record to be maintained along with relevant documentation associated with our investigation of the complaint.

## Customer Complaints Procedure.

To ensure complaints are dealt with appropriately the following procedure has been developed and shall be followed by the company.

- Where complaints are received verbally by members of staff, they should make every reasonable effort to resolve the complaint face to face with the customer in a courteous manner. If this is the case they should advise their line manager of the nature of the complaint and how it was resolved.
- Where a complaint is not able to be resolved face to face, members of staff should advise customers that they will advise their line manager who will be responsible for contacting the customer to discuss the complaint or passing the responsibility to the appropriate person/s. This may be the relevant Sales Engineer, Contracts Manager or Director dependant on the nature of the complaint.
- In any outstanding case the customer shall be contacted within three working days to be advised that the complaint has been logged and is being dealt with, at this time they can be advised who is dealing with the issue.
- Complaints and outcomes should be recorded; the maintenance and review of this record book will be the responsibility of the Operations Director.
- Where complaints are submitted in writing a copy will be held in the record book along with any other relevant documentation.
- Any recorded complaints will be discussed at operations meetings to ensure awareness and improvement where required across the organisation.
- Where a customer makes a complaint following the submission of an invoice the nature of the complaint will be considered, if of a technical nature, that would not be able to be resolved by the accounts department, it will be referred to the branch or service manager responsible to investigate the circumstances of the complaint. In every case a speedy resolution should be sought.
- Where complaints are unable to be resolved they may be referred to the Building Engineering Services Association for conciliation, this will only take place after consultation with the Operations Director.

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