BA-006 Complaint Procedure

burmor construction

The Burmor Group recognises the importance of ensuring a consistent approach to dealing with and processing complaints. Whilst we try to avoid any complaints from becoming official, we endeavour to resolve all complaints in an efficient manner and in accordance with our complaints procedure as follows:

1. Complaints can be received from the client or directly from a member of the public. This can be by email, letter or telephone. At point of receipt, the complaint must be accepted as a "complaint" and clarification from the correspondent that it is to be deemed as a "compliant" and that it will be dealt with in-line with the company policy below. If possible, the correspondent should submit their complaint in writing.

2. The complaint is registered and the "complaint" in the relevant spreadsheet.

3. An acknowledgement is sent within 2 working days to the correspondent stating that the complaint has been received and is being investigated with the aim of providing a response within 10 working days.

4. Complaints are ultimately dealt with by a director of delegated manager and must be dealt with in 5 working days of notification.

5. The complaints are then investigated by the:

    - **Business Assurance** – Responsible for bringing together all related background information for the information.
    - **Contracts Manager/Site Supervisor** – To feedback regarding the complaint any pertinent information that they may have, and/or carry out further inspection / investigation at the director/manager's request.

6. An agreed course of action will be decided by relevant company staff and a written response to the complainant must be issued within 5 working days.

7. Where possible, the complaint should be signed off by the correspondent.

8. All outcomes regarding a complaint is recorded in the complaints log.

9. Should the complaint be more serious, or resolution cannot be agreed, then the report will be passed onto the Contract Manager who will then investigate the complaint and appropriate action will be taken as agreed mutually.

10. Following discussions with the Client, the complainant will receive a written response from the Contract Manager explaining the company's position, any appropriate action to be taken and the timescales for such action to be completed in.

11. If the complaint is still not resolved or the client insists that a Director be present at a joint consultation, then the Contracts Manager and/ or Director will attend to hear the issues and work out a resolution accordingly.

12. Should the value of the complaint exceed our insurance policy excess then we would inform our insurance company who would investigate the complaint and make the necessary decisions for resolution.

13. All correspondence is copied and sent to the client at each stage of the complaint, especially that pertaining to any action taken.

The complaints register must be produced at the site meeting and all complaints must be discussed with the client and other stakeholders as necessary

All recorded complaints and actions are reported at the monthly Quality Management meeting.