



## COMPLAINTS PROCEDURE

Naturally, we hope that you never have cause to complain. However, should you have cause then we will respond swiftly and with resolution in mind.

All concerns and complaints received by staff must be noted, together with a description of any action taken and will be acknowledged and reported to Michael C Smith (Managing Director) within 24 hours.

If we receive a customer complaint a member of staff will immediately contact the customer to advise them that we are dealing with the matter and if required, a site visit will be made by our Contracts Manager.

It may be that your concern or complaint is about a matter which can be resolved easily and that you will be happy with the verbal answer given. Our senior staff have been instructed, however, to make a written report, even of easily resolved matters, which includes a description of the concern or complaint and the answer given of the way it was resolved.

Any concerns or complaints received in writing will receive a written reply within fourteen days, whether or not a site meeting has taken place to discuss any matters raised. This letter will be accompanied by a form, which the customer will be asked to complete advising us that they are either happy or unhappy with our response to the complaint.

If you want a written reply to a verbally expressed concern or complaint, please make this clear at the time.

All concerns and complaints will be treated seriously and may be used to modify our future operations.

Each individual has the absolute right to express concerns or complaints directly to the Governing Body (The Property Care Association) if they so wish, this should be done by telephone or in writing to: The Property Care Association, Lakeview Court, Ermine Business Park, Huntingdon, Cambs PE29 6XR Telephone: 0870 1216737 E-mail: [Eleana@property-care.org](mailto:Eleana@property-care.org)

With any complaint to a Governing Body, you must give them adequate time to investigate and reply properly.