

HARBOUR MULTI-TRADES COMPLAINTS POLICY

AIMS AND RESPONSIBILITIES

We want to:

- Resolve informal concerns quickly
- Keep matters low-key
- Enable mediation between the complainant and the individual to whom the complaint has been referred

Harbour Multi-Trades Ltd. responsibility will be to:

- Acknowledge the formal complaint in writing
- Respond within a stated period of time
- Deal reasonably and sensitively with the complaint
- Take action where appropriate

A complainant's responsibility is to:

- Bring their complaint, in writing, to the attention of Harbour Multi-Trades
- Raise concerns promptly and directly with a member of staff
- Explain the problem as clearly and as fully as possible, including any action taken to date
- Allow Harbour Multi-Trades a reasonable time to deal with the matter
- Recognise that some circumstances may be beyond the control of Harbour Multi-Trades

COMPLAINTS PROCEDURE

Written records must be made by Harbour Multi-Trades Ltd. at each stage of the procedure.

Stage 1

In the first instance, staff member(s) must establish the seriousness of the complaint. An informal approach is appropriate when it can be achieved. But if concerns cannot be satisfactorily resolved informally, then the formal complaints procedure should be followed.

Stage 2

If the complaint cannot be resolved informally, the complainant should be advised that a formal complaint may be made, and the following procedure should be explained to them. It may sometimes be appropriate for a different member of staff, preferably a member of the management team, to provide this explanation.

1. A formal complaint can be made either verbally or in writing. If verbally, a statement should be taken by a member of the management team, staff member or a supervisor.
2. In all cases, the complaint must be passed on to a manager. In the event of a complaint about the manager the complaint should be passed to a director.
3. The manager or director, depending on the nature of the complaint, must acknowledge the complaint in writing within one week of receiving it.
4. One of the above will investigate the complaint. Any conclusions reached should be discussed with the staff member involved and their line manager.
5. The person making the complaint will receive a response based on the investigation within four weeks of the complaint being received. If this is not possible then a letter must be sent explaining why.