



## COMPLAINTS HANDLING PROCEDURE

### If you need to make a complaint –

The principle assigned to deal with complaints is:

Jason Peek

1 Alexandra Road

Plymouth

PL65WA

Tel No: 01752 907740

Email address: [contact@plymouthpropertymaintenance.co.uk](mailto:contact@plymouthpropertymaintenance.co.uk)

[www.plymouthpropertymaintenance.co.uk](http://www.plymouthpropertymaintenance.co.uk)

Company Registration No: 11225578

### Our policy covers complaints about –

- the standard of service we provide
- the behaviour of our staff
- any action or lack of action by staff affecting an individual or group

### Our complaints policy does not cover-

- Matters that have already been fully investigated through this complaints procedure
- Anonymous complaints
- Complaints about access to information where procedures and remedies are set out in legislation, eg Data Protection Act.

### Our standards for handling complaints -

- We treat all complaints seriously, whether they are made by letter or by email.
- You will be treated with courtesy and fairness at all times - we would hope, too, that you will be courteous and fair in your dealings with our staff at all times
- We will treat your complaint in confidence within the business and in accordance with the requirements of the Data Protection Act 1998..



### Step-by-step complaints procedure -

If you're not completely happy with our service we'd like to hear about it so we can do something to put it right.

We do everything we can to make sure our customers get the best products and service possible. However, sometimes we may not get things right the first time.

When that happens, we want you to tell us what went wrong so we can put matters right.

We want to:

- Make it easy for you to tell us what went wrong;
- Give your complaint the attention it deserves;
- Resolve your complaint fairly without delay; and
- Make sure you are satisfied with how your complaint was resolved.

### How and where to complain -

If you are not satisfied with any aspect of our service or products you can tell us about your complaint in the following ways:

In person – call into our office at the address shown. We are open Monday to Friday from 9.00 am – 5.00pm.

In writing – write to us and address your letter to The Customer Complaint Manager.

By telephone – call us on 01752 907740 during our office hours and ask for the Customer Services Department.

By email – use the email address shown.



## Complaints Handling Procedure

### **How long will it take?**

We aim to resolve your complaint straightaway but if we can't, then we will write to you within 5 business days to tell you:

- Why we have not resolved your complaint;
- Who is dealing with your complaint; and
- When we will contact you again.

We will aim to resolve your complaint quickly, but it may take longer if it is complex. We will keep you informed on a regular basis but if you need an update please call us on 01752 907740 and ask to speak to the person handling your complaint.

### **If we cannot reach agreement with you?**

If we can't agree a solution with you within eight weeks, we will:

- Send a letter giving our reasons for the delay and an indication of when we expect to provide a final decision.

OR

- Issue our final decision letter which will explain our final position.