



Complaints Procedure

Introduction

The company recognises the importance of customer complaints or feedback in any written or verbal form as a valuable form of feedback about its services. A successful company is based on its employees has often it's the employees that provides the service to the customer. We understand that sometimes things can go wrong for one reason or another and are committed to using this information to help drive forward improvements.

Communication with all staff at all levels is key in dealing with complaints and customer feedback so at Coast 2 Coast we promise that we will:

- Take all complaints seriously and inform the relevant staff member(s) of the complaint.
- Only the management team will analyse the complaint and no person involved in the complaint will be involved in this process.
- Communicate the outcome of the complaint through weekly MS Teams forum and or via email and or via fortnightly facetime calls to all staff whether relevant or not so to avoid a repeat occurrence of the lowering of standards.

This procedure outlines the aims of the business in dealing with complaints and sets out what the client can expect when making a complaint regarding our services.

Our definition of a complaint

A complaint is about letting the business know in a written or verbal format that a client is not happy with our services. We welcome any feedback. The complaint may be about delays, lack of response, discourtesy, or short falls in the standard of service. This procedure will also be used where we have also received a negative or a non-positive customer survey form.

How we aim to deal with your complaint

We aim to give our customer a fair, consistent and structured process to secure a remedy for failures in the delivery of our services.

We will benefit from all complaints made. We will use the outcome of any complaint as a positive method of monitoring performance and improving our services.

We will be monitoring all complaints received and will classify complaints under certain categories such as inadequate service, delays or decision making etc.

By analyzing complaints we aim to highlight specific areas of our service provision where improvement is needed.

To ensure that the way we deal with our complaints is a quality process and following feedback from our customers we have set ourselves the following objectives:

- to improve the quality of the services we provide
- to improve our relationship with our client
- to encourage best practice and consistency
- to provide training for our staff
- have your views heard
- receive a good-quality service
- expect prompt action when our performance is below standard
- advise the client the standard of service they should expect, including a time limit for replying to your complaint and details regarding your right of appeal
- ensure we monitor complaints
- ensure we meet our standards
- be regularly reviewed following your feedback

Our goal is to break down barriers to complaining and to make sure everyone can use the Complaints Procedure

Building Safety Regulator Register (BSR).

If our client or other interested parties are still dissatisfied with the outcome or way in which our company has investigated the complaint, the BSR may be asked to investigate the matter further.

The contact details for the BSR are:

Telephone: 0300 790 6787

Follow the link: <https://www.gov.uk/guidance/contact-the-building-safety-regulator#complaints-you-can-make-to-bsr>

Principles of the Complaints Procedure

The Complaints Policy is based on the principle of a two-stage process.

Stage I - Service Delivery

On receipt of a written complaint a Director will immediately commence actions in investigating the complaint and reply to you within 7 calendar days from the receipt of the complaint. The reply will provide contact details of the person dealing with the complaint. If the person is unable to reply within the agreed 7 days, i.e. for very complex matters, information will be given relative to timescales.

Stage II – Independent third party

If our client or other interested parties are dissatisfied with the response conducted in stage 1 above, the company will inform the client or other interested parties in writing of the BSRs Complaints process.

Exceptions

- If you are a resident and want to complain about the building you live in, first raise your issue with a person accountable for building safety. For example, the building's landlord or management company. Use this service if they have not dealt with your issue.
- Do not use this service to report concerns about anti-social behaviour or the general cleanliness of a building. Report these issues to your landlord or management company
- a complaint where the client or the Company has commenced legal proceedings or has taken court action
- a complaint that has already been heard by a court or tribunal
- a complaint about the interpretation of guidance to meet the Building Regulations
- a complaint about a site contravention existing on a project
- Statutory and Legal limitations

Remedies

The remedy needs to be appropriate to the injustice and should as far as possible put the complainant in the position he or she would have been in but for the maladministration. There will be many circumstances where this cannot be achieved because of the passage of time or of events, which have occurred. In such cases financial compensation may be the only available remedy.

Whilst investigating the complaint we always consider whether any practical action could provide all or part of a suitable remedy.

Records

We will keep individual records of complaints received with the use of action notes and a complaints register