

Complaint Handling Policy

Goals of the policy

We value complaints as they assist us to improve our products, services and customer service.

This policy has been designed to assist both customers and staff. Dampotec Systems Limited is committed to consistent, fair and confidential complaint handling and to resolving complaints as quickly as possible. We aim to make it easy for people to make a complaint if they are dissatisfied and we will treat all customers making a complaint equally.

We will display our complaint handling policy and procedure in our business so that customers are aware of it.

Definition of a complaint

Complaints are defined as any expression of dissatisfaction or grievance made to staff by a customer or member of the public in relation to our business.

Recording complaints

All complaints made, verbal or written, should be addressed to Pam Weatherhead. All complaints will be recorded in the complaints file at the time the complaint is made, or as soon as possible afterwards. The complaint should be recorded by the staff member who took the details.

When taking a complaint, staff will record the name and contact details of the customer, as well as full details of the complaint including the date. Details of all communication with the customer and any actions to resolve the complaint will be recorded in the same place.

Recorded complaints will also be monitored for any ongoing trends by management and efforts made to resolve any ongoing issues.

Customers' personal details or details of their complaint will not be divulged to third parties unless we have their written consent.

Informing customers of progress.

We strive to resolve all complaints within 7-10 days in line with PCA recommendations. Written complaints will be acknowledged by the next working day.

Customers will be given an approximate timeframe at the time they make their complaint. Customers will be informed of the progress of their complaint regularly, especially if there are any delays or changes to what has been agreed.

Customers will be informed of any changes to our products or services as a result of their complaint.

Where appropriate, customers who have had a complaint resolved will be contacted at a later date to see if they are happy with how their complaint was handled.

Responding to complaints

All people making a complaint will be treated with courtesy. Where possible, complaints will be resolved at the first point of contact. If appropriate to the complaint, frontline staff can offer a replacement product and/or have the work corrected to resolve a complaint immediately. Complaints will still be recorded.

If the complaint can't be resolved immediately, the customer will be given a timeframe, a contact person and details of our complaint handling process. Where possible, the staff member taking the complaint will be the contact person.

Management can resolve a complaint by:

- Offering to replace faulty items
- Offering to correct any work
- Arranging for any snagging to be carried out

Escalation of complaint

If a complaint cannot be resolved by the usual complaint process, it should be referred to the Director, Carl Weatherhead, and the customer will be informed and given an amended timeframe for resolution.

If we cannot resolve the complaint to the customer's satisfaction, we will inform them about where they can take further action (e.g. Property Care Association or Citizens Advice Bureau).

Review of complaint handling policy and procedures

Damp Tec Systems Limited is committed to continuous improvement and this policy will be reviewed regularly (at least every 6 months) for effectiveness and updated.

This complaint handling policy is supported by management. We commit to providing this policy to all staff and displaying it in our business for customers.

Complaint Form

Date of complaint	
Client Name:	
Address and tel number	
Details of complaint	
Action taken:	
Has the client been updated? (provide details and date)	
Has the complaint been resolved?	
If not, provide details of further action including referral to PCA	