



## COMPLAINT POLICY STATEMENT

The management of Murray Building Services Limited views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the organisation that has made the complaint.

Our policy is:

- To provide a fair complaints procedure which is clear and easy to use for everyone wishing to make a complaint
- To make sure everyone at Murray Building Services Limited knows what to do if a complaint is received
- To make sure all complaints are investigated fairly and in a timely manner
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired
- To gather information which helps us to improve what we do

### Definition of a Complaint

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of Murray Building Services Limited.

### Where Complaints come from

Complaints may come from any person or organisation who has a legitimate interest in Murray Building Services Limited.

A complaint can be received verbally, by phone, by email or in writing.

This policy does not cover complaints from staff, who should use the Company's Discipline and Grievance Policies.

### Confidentiality

All complaint information will be handled sensitively, telling only those that need to know and following any relevant data protection requirements.

This Complaints Policy will be reviewed and revised as necessary to reflect changes to the business activities and any changes to legislation. Any changes to the Policy will be brought to the attention of all stakeholders.

Signed:

A handwritten signature in blue ink, appearing to be 'M. S.', written over a light blue horizontal line.

Position: Managing Director:

Date: 5 August 2015