

Complaint Policy

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Company	Murray Building Services Ltd
Responsible Person	Andrew Murray – Managing Director
Document Controller	Business Support Manager

Introduction

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

Our policy is:

- To provide a fair complaints procedure which is clear and easy to use.
- To ensure all complaints are investigated fairly and in a timely manner.
- To ensure that complaints are, wherever possible, resolved and relationships are repaired.
- To gather information which helps us to improve.

Definition of a Complaint

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

Where Complaints Come From

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

A complaint can be received verbally, by phone, email or in writing. This policy does not cover complaints from staff, staff complaints should follow the Discipline and Grievance Policies.

Confidentially

All complaint information will be handled sensitively, following any relevant data protection requirements.

Complaints Procedures

Written complaints may be sent to Murray Building Services Ltd, Unit 3 Sentinel Court, Wilkinson Way, Blackburn, BB1 2EH or by email to info@murray-build-services.co.uk

Verbal complaints may be made by phone to 01254 667046.

Receiving Complaints

Complaints received by telephone or in person need to be recorded.

The person who receives a verbal complaint should:

- Write down the facts of the complaint.
- Take the complainants name, address, and telephone if the complainant will divulge this information.
- Note down the relationship of the complaint with Murray Building Services Ltd.
- Explain that we have a complaints procedure.
- Explain what will happen next and how long this will take.
- Where appropriate, ask the complainant to send a written account in either via the post or email, so that the complaint is in their own words.

Stage One

In many cases, a complaint is best resolved by the person responsible for the issue being complained about.

Whether or not the complaint has been resolved, the complaint information should be passed to the Managing Director within 48 hours.

On receiving the complaint, this is recorded into the complaints log. If it has not already been resolved, then the complaint needs to be delegated to the appropriate person to investigate and to take appropriate action.

If the complaint relates to a specific person, they should be informed and given a fair opportunity to respond.

Complaints should be acknowledged by the person handling the complaint within one week. The acknowledgment should say who is dealing with the complaint and when they can expect a reply. A copy of the complaint's procedure should be attached.

Ideally complainants should receive a definitive reply within four weeks. If this is not possible because the investigation is not fully completed, a progress report should be sent with an indication of when a full reply will be given.

Whether the complaint is justified or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.

Stage Two

If the complainant feels that the problem has not been satisfactorily resolved at Stage One, they can request that the complaint is reviewed at Director level. At this stage, the complaint will be passed to the Managing Director.

The request for Directors level review should be acknowledged within a week of receiving it. The acknowledgement should say who will deal with the case and when the complainant can expect a reply.

The person who receives Stage Two complaints may investigate the facts of the case themselves or delegate a suitable person. This may involve reviewing the paperwork of the case and speaking with the person who dealt with Stage One.

If the complaint relates to a specific person, they should be informed and given a further opportunity to respond.

The person who dealt with the original complaint at Stage One should be kept informed.

Ideally complainants should receive a definitive reply within two weeks. If this is not possible a progress report should be sent with an indication of when a full reply would be expected. Whether the complaint is upheld or not, the reply should describe the action taken to investigate the complaint, the conclusions from the investigation and any actions taken as a result of the complaint. The decision made at this stage is final, unless the Director decides it is appropriate to seek external assistance with resolution.

Variation of the Complaints Procedure

The Directors may vary the procedure for good reason. This may be necessary to avoid a conflict of interest.

Monitoring and Learning from Complaints

Complaints shall be reviewed annually to identify any trends which may indicate a need for further action or training.

Signed:



Name:

Andrew Murray

Date: 6th January 2025

Position:

Managing Director