



COMPLAINT POLICY

GOALS OF THE PROCEDURE

- 1** Palace Gate Building Services Limited always endeavours to provide the best service. However, on rare occasions there may be times where a customer may not be completely satisfied. We value all complaints as they assist us to improve our services and relations with customers, suppliers, and staff.

- 2** This procedure has been designed to assist all individuals and organisations who are affected by the activities of Palace Gate Building Services Limited. Palace Gate Building Services 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 parties making a complaint equally. Where a complainant has a disability, it may be necessary in accordance with our duties under the Equality Act 2010 to treat that person more favourably.

HOW TO MAKE A COMPLAINT

- 3** To ensure that we can put things right for you, where applicable and as soon as possible after the completion of the works, please inspect the work to ensure everything has been carried out based on the contract terms and to the high standards that our business aims to achieve.

- 4** Please contact us straight away with any concerns either by phone, email or by writing to us at our registered business address. If writing, please remember to get proof of posting.

DEFINITION OF A COMPLAINT

- 4** Complaints are defined as any expression of dissatisfaction or grievance made in writing or in person to a representative of Palace Gate Building Services Limited or any Palace Gate Building Services Limited subcontractor by an external individual or organisation in relation to our business activities.

RECORDING COMPLAINTS

- 5** All verbal or written complaints will be recorded in the complaints log at the time the complaint is made, or as soon as possible afterwards. When recording a complaint, staff will record the name and contact details of the person, as well as full details of the complaint including the date. Details of all communication with the complainant and any actions to resolve the complaint will be recorded in the same place.

- 6 Recorded complaints will be monitored by management, for the purpose of identifying any trends and to improve our products and services.
- 7 The details of the individual or organisation making the complaint and details of their complaint will be held and used in accordance with the Data Protection Act 2018.

RESPONDING TO COMPLAINTS

- 8 We strive to resolve all complaints within an appropriate timeframe. Upon receipt of your complaint we aim to respond within 5 days.
- 9 Once a complaint has been made where it is applicable to do so for example the complaint is about works which we have completed then we will arrange a convenient date to come and view and/or remedy the situation within 28 days.
- 10 Generally, we aim to respond to straightforward complaints promptly within 2 weeks where this is possible. More complex complaints may take a longer period to investigate. Our aim is that all complaints are responded to inside a period of 4 weeks (28 days). Where this is not possible in exceptional circumstances individuals or organisations making a complaint will be regularly informed of the progress of their complaint, especially if there are any delays or changes to what has been agreed. If the complaint cannot be resolved immediately, the point of contact will be given the name of designated contact person and supplied with a copy of our complaint handling process.

- 11** We are committed to taking full responsibility for complaints and we undertake to not deal with any third party where we are clearly responsible.
- 12** If we offer to undertake remedial work to deal with a complaint, we undertake to complete that work as soon as possible or in any event within 28 days of the client's agreement to proposed remedial works.
- 13** If we do not uphold a complaint, we will give the client a fully comprehensive reason for why that is the case in terms that are clear to understand and considered.

ESCALATION OF COMPLAINTS

- 10** If a complaint cannot be resolved by the usual complaint process, or the individual or organisation making the complaint is dissatisfied with the immediate response, the matter shall be escalated to the Accountable Director, who will investigate the complaint, decide what formal action is to be taken and report back to the customer or other interested party on what action is to be taken and how long this will take. It is always our aspiration to settle complaints fairly to the customers satisfaction.
- 11** In the unlikely event that we are unable to resolve your complaint having exhausted our published complaints procedure, it may be necessary to use another complaint service. Where we cannot resolve the complaint to your satisfaction and/or agree to the final resolution requests confirmed to us; and both parties agree a 'deadlock' has been reached, you can then escalate your complaint.

12 Palace Gate Building Services Limited has access to an Alternative Dispute Resolution (ADR) service for our domestic installation, service, repair and maintenance contracts as part of the Which? Trusted Traders Endorsement. If you choose to you can refer your complaint to Which? Trusted Traders' Alternative Dispute Resolution. You will need to contact Which? Trusted Traders on **02922 670 040** who can explain if you are eligible to use their Alternative Dispute Resolution.

13 In all cases if we cannot resolve the complaint to the satisfaction of the individual or organisation making that complaint, we will inform the designated point of contact for the complaint being made about where they can take further action In addition to the ADR services described above (e.g., local authorities, the Equal Opportunity Commission, Trading Standards, Health and Safety Executive, or Environment Agency).

POLICY AVAILABILITY FOR THE PUBLIC AND EMPLOYEES

12 Our complaints policy is distributed via our website and a paper copy can posted and may be obtained upon request.

13 Our complaints policy is also explained during new staff inductions on site or within our office.

REVIEW OF COMPLAINT HANDLING POLICY AND PROCEDURES

14 Palace Gate Building Services Limited is committed to continuous improvement and this procedure will be reviewed regularly to ensure its effectiveness.

Palace Gate Building Services Limited

28th March 2024

Our contact details are:

Email: info@palacegatebuildingservices.co.uk

Phone/Whatsapp: 07631111630

Our registered business address: 11 Whipton Village Road, Exeter, EX4 8AN

Website: www.palacegatebuildingservices.co.uk

Google: <https://maps.app.goo.gl/HpKbT5KYzUaGfx6ZA>

Twitter: <https://twitter.com/@PalaceGateLtd>

Facebook: <https://www.facebook.com/palacegatebuildingservices.co.uk>

Palace Gate Buildings Services Limited is registered with Companies House as a private limited company in England and Wales. Our company number is 09909134.

Our registered company office address is 11 Whipton Village Road, Whipton, Exeter, Devon, United Kingdom, EX4 8AN,