



Complaints Policy Statement

Bartlett Roofing Ltd view complaints as an opportunity to learn and improve for the future, as well as a chance to putting things right for the individual or client that has made the complaint.

Our policy is:

- To provide a fair complaints procedure which is clear and easy to use for anyone making a complaint
- To make our complaints procedure available to clients and other interested parties so that they know how to contact us and how to make a complaint
- To ensure all employees/sub-contractors at Bartlett Roofing Ltd know what to do if a complaint is received
- To ensure all complaints are investigated fairly and in a timely way
- To ensure (where possible) all complaints are resolved and that relationship repaired
- To gather information which helps us to improve what we do

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of Bartlett Roofing Ltd.

Complaints may come from any person or organisation for example, clients, their tenants or the general public and can be received verbally, by phone, by email or in writing.

All complaint information will be handled sensitively, telling only those who need to know and should be treated confidentially.

Overall the responsibility for this policy and its implementation lies with the Company Director.

This policy is reviewed regularly and updated as required.

Signed:

Director, Scott Bartlett
Bartlett Roofing Ltd
Dated: 08th May 2019

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