



COMPLAINTS AND CUSTOMER FEEDBACK POLICY

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1. Purpose

Dexacon Ltd is committed to delivering high-quality workmanship and excellent customer service. We recognise that, despite our best efforts, concerns may occasionally arise.

This policy explains how customers can provide feedback, raise a complaint and how Dexacon Ltd will investigate and resolve concerns fairly, promptly and professionally.

2. Our Commitment

We are committed to:

- **Treating every complaint seriously.**
- **Listening to our customers respectfully and without prejudice.**
 - **Investigating concerns fairly and objectively.**
 - **Keeping customers informed throughout the process.**
 - **Seeking practical and reasonable solutions.**
- **Learning from feedback to improve our services and procedures.**

3. What Is a Complaint?

A complaint is any expression of dissatisfaction relating to our services, workmanship, communication, invoicing or any other aspect of our business where the customer expects a response or resolution.

4. How to Make a Complaint

Complaints should be submitted as soon as reasonably possible and should include:

- **Your name and contact details.**
- **Property or project address.**
- **Contract or quotation reference (if applicable).**
- **A clear description of the issue.**
 - **Relevant dates.**
- **Supporting photographs or documents where available.**
 - **The outcome you are seeking.**

Complaints may be submitted by:

- **Email**
- **Letter**
- **Telephone (followed by written confirmation where appropriate)**

5. Our Complaints Process

Stage 1 – Acknowledgement

We aim to acknowledge all written complaints within two working days.

Where additional information is required, we will contact you promptly.

Stage 2 – Investigation

A member of management will review the complaint, which may include:

- **Reviewing project documentation.**
- **Inspecting the completed works where appropriate.**
- **Speaking with employees or subcontractors involved.**
- **Reviewing photographs, correspondence and relevant records.**

Stage 3 – Response

We aim to provide a written response within ten working days.

If additional time is required due to the complexity of the complaint, we will explain the reason for the delay and provide an updated timescale.

Stage 4 – Resolution

Where a complaint is upheld, we will work with the customer to agree an appropriate resolution, which may include:

- **Corrective works.**
 - **Replacement of defective materials where appropriate.**
 - **Clarification of misunderstandings.**
 - **Revised documentation.**
 - **Another reasonable remedy agreed by both parties.**
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6. Complaints About Workmanship

Where a complaint relates to workmanship, Dexacon Ltd may request the opportunity to inspect the works before any third party is instructed to carry out remedial work.

This allows us to assess the issue and, where appropriate, rectify any defect ourselves within a reasonable period.

7. Customer Responsibilities

To assist with a fair investigation, customers are expected to:

- **Raise concerns as soon as reasonably practicable.**
 - **Provide accurate information.**
 - **Allow reasonable access for inspection where required.**
 - **Avoid making permanent alterations to the affected work before inspection, unless immediate action is necessary to protect health, safety or prevent further damage.**
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8. Continuous Improvement

Every complaint is reviewed to identify opportunities for improvement.

Where appropriate, lessons learned may result in updates to our procedures, staff training or quality management systems.

9. Customer Feedback

We welcome positive feedback, suggestions and recommendations.

Customer feedback helps us continually improve our services and maintain the high standards expected of Dexacon Ltd.

10. Escalation

If a customer remains dissatisfied after receiving our final response, we encourage further discussion to seek an amicable resolution.

Where appropriate, both parties may agree to use mediation, adjudication or another suitable form of dispute resolution before considering legal proceedings.

11. Confidentiality

All complaints will be handled confidentially and personal information will be processed in accordance with our Privacy Policy and applicable data protection legislation.

12. Contact Details

Complaints and feedback should be directed to:

**Managing Director
Dexacon Ltd**

Email: [Insert company email]

Telephone: [Insert company telephone number]

Website: www.dexacon.co.uk

We are committed to resolving concerns professionally, fairly and in a timely manner while maintaining positive working relationships with our customers.