

Complaints Procedure

We hope that all of our clients will have an amazing time as we partner with you on your construction project. However, we understand that things don't always go right.

We will try our best to fix what we can but if you are not happy, we hope that the process below would provide you with a suitable outcome.

A Summary of our Policy relating to the Complaints Procedure

Our policy is:

- * To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint.
- * To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint.
- * To make sure everyone at Hinds Building Services knows what to do if a complaint is received.
- * To make sure all complaints are investigated fairly and in a timely way.
- * 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.

What is a complaint?

A complaint is any formally-expressed case of expression of dissatisfaction about any aspect of our service delivery. We would not consider a difference of view on a policy matter as a complaint. If you have concerns regarding any of our policies, you should write to the Operations Manager. Please only use this method for a policy-related matter. Our policies can be found at <https://hindsbuilding.co.uk/corporate-policies>. You should refer to the specific policy and/or page number as relevant.

When to use our Complaints Procedure

You can use our complaints procedure for the following reasons:

- (i) To let us know formally that you are unhappy with some aspect of your service delivery
- (ii) To provide feedback and proposals which you believe would be helpful for future clients

How to file a Complaint

A complaint can be received verbally, by phone, by e-mail or in writing. If you would like to have a chat with us to complain formally, please ring us at 01325 952954 and ask to speak with the Office Manager. You can also email us at contact@hindsbuilding.co.uk with Attention: Office Manager in the subject line.

You can also send a letter addressed as follows:

Office Manager
Hinds Building Services
Lingfield House
Lingfield Point
Darlington

What to Expect Once you Have Filed a Complaint

An oral complaint over the telephone or in person/For email complaints or letters: You should expect your first follow up call/email/letter reply within 48 hours of filing your complaint to confirm next steps. For more complex matters, we would require at least 5 working days but we will remain in touch.

Unacceptable Feedback

We are so grateful for the time that you have spent in sharing your feedback but we will not escalate any matters which fall are deemed as abusive and therefore fall outside of our Zero Tolerance approach as noted below.

Zero Tolerance

Our staff come to work to provide quality construction services, and it is important for all members of the public and our staff to be treated with courtesy and respect.

We have a **Zero Tolerance** approach against any aggressive or violent behaviour towards our staff. It will not be tolerated under any circumstances. This includes written feedback including complaints and any oral communication with our colleagues at any time.

Anyone giving verbal abuse to members of staff, either in person or over the telephone, will be sent a warning letter from the Operations Manager advising that this behaviour will not be tolerated. Any future violation of this policy will result in the closure of the project. There will be no appeal process.

We feel sure that you will understand that proper behaviour is absolutely necessary for our staff and that non-observance will not be accepted.