



COMPLAINTS PROCEDURE

Naturally, we hope that you never have reason to complain. However, should you have cause then we will respond swiftly and with resolution in mind.

All concerns and complaints received by staff must be noted, together with a description of any action taken and will be acknowledged and reported to Mark Smith or Paula Roberts (Company Directors) within twenty four hours.

If we receive a customer complaint a member of staff will immediately contact the customer to advise them that we are dealing with the matter and if required, a site visit will be made by our Contracts Manager or Mark Smith.

It may be that your concern or complaint is about a matter which can be resolved easily and that you will be happy with the verbal answer given. Our senior staff have been instructed, however, to make a written report, even of easily resolved matters, which includes a description of the concern or complaint and the answer given of the way it was resolved.

Any concerns or complaints received in writing will receive a written reply within fourteen days, whether or not a site meeting has taken place to discuss any matters raised.

If you require a written reply to a verbally expressed concern or complaint, please make this clear at the time.

All concerns and complaints will be treated seriously and may be used to modify our future operations.

Each individual has the absolute right to express concerns or complaints directly to the Governing Body (The Property Care Association) if they so wish, this should be done by telephone or in writing to: The Property Care Association, 11 Ramsay Court, Kingfisher Way, Hinchingsbrooke Business Park, Huntingdon PE29 6FY **Email:** pca@property-care.org **Tel:** 0844 375 4301

With any complaint to a Governing Body, you must give them adequate time to investigate and reply properly.