

	CUSTOMER CARE AND COMPLAINTS POLICY AND PROCEDURES	Ref:	IMS doc 116
		Issue:	2017
		Date:	03-04-17

CUSTOMER CARE AND COMPLAINTS POLICY

A key element for on site delivery of the vision outlined in the company's Mission Statement is to ensure adequate levels of customer care, especially when emotive words such as "asbestos" come into the equation. Experience has shown that consultation and prompt response to concerns or complaints often means that contracts run much more smoothly than might otherwise be the case.

Work has to be planned, including public/tenant liaison, to ensure that individuals are removed from the risks of being exposed to noise, dust, vibration, heavy traffic movements, asbestos or other health and safety hazards during the work, but are not unnecessarily inconvenienced.

It shall be company policy to treat all concerns or complaints reported to line managers sympathetically and starting from an approach of "What can we do to resolve the problem". It shall be noted that "Customer" is used in a very loose sense and shall apply equally to a Client reporting concerns that, for example, a contractual requirement has not been met as it does to a neighbour reporting that they are affected by any operation under our control.

PROCEDURES

Asbestos Removal:

The company has worked on many projects where there are occupied properties that require asbestos removal. This is a very delicate situation and there is consultation with both the client and tenant regarding access. Once a date is agreed with the tenants and the client, arrangements are made for the tenant to be absent from the property to alleviate the possibility being accidentally exposed to asbestos (or other health and safety hazards) during the work. On occasions there are tenants that require home help or carers to see to them throughout the day, in which case the tenants are taken to a day centre for a designated period and our works are then programmed around what times they are absent.

We have dedicated managers that are allocated to this type of work that are both very experienced and understanding of a tenants needs and try to implement the minimal amount of disruption possible. We fit our works into their needs and are very respectful of their requirements. All tenants that have proposed works to be carried out are given ample notice by leaflet or cold calling by ourselves or the client. Such leaflets contain contact numbers for key personnel that are available 24/7 in case of emergencies that require the job to be cancelled at short notice for whatever reason.

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We have also developed a customer care sheet that has a number of questions for the tenant to answer, to indicate, for example, if they were satisfied with the service, politeness and the standard of work carried out by our operatives. This form can then be signed by our Supervisor and the tenant. It also has an option to give a brief description of any complaints or queries that have arisen. These sheets are handed back on a daily basis and any actions that arise are followed up to a mutually satisfactory conclusion. If the works are of an ongoing nature to a large estate, then we would attend any tenants meeting to answer questions if required.

Demolition and Construction:

A similar process shall be applied in respect of construction and demolition sites. Newsletters are typically used to advise neighbours of the ongoing work before it begins and to provide contact details in the event that there are concerns or specific problems. These sites are usually larger than asbestos removal projects and it is not unusual to have formal Environmental Management Plans in place or to be a member of the Considerate Contractors Scheme. Frequently the CDM Regulations will apply and there will be a Construction Phase Plan in place.

Concerns and Complaints shall be dealt with via the most appropriate route and the Line Manager with responsibility for day to day running of the work shall take the lead. "Simple" issues (concerns) should be resolved locally if at all possible, for example a dust or noise complaint may be recorded in the Environmental Management Plan log and may be resolved by suspending the work for an agreed period or changing the layout of on site activities.

More complex problems (complaints) may require deeper investigation and should be reported to the HSQE department for further assessment and action. The most serious matters shall be raised as formal "non-conformances" via the 18001 and 9001 systems so that there can be an in depth investigation and further consideration of the long term implications of the issue raised. Details of how such matters are raised, reported and closed out are contained in IMS doc 121, OP1 Administration.



Tim Clifford – Managing Director

3rd April 2017