

QUENSH07 – COMPLAINT PROCEDURE

Purpose:	To ensure that the company establishes and maintains documented quality, environmental and health & safety objectives and targets that demonstrate and facilitate the achievement of the company's management policy statement, and for measuring and monitoring the key processes that affect the company's performance.
To be read by:	All departments
Supporting documents:	Issue Management Register

PROCEDURE

It is our policy to have an open and honest relationship with all of our clients. No project should ever get to the stage where a customer wishes to make a complaint as we ensure each and every project has a dedicated Sales Person and Project Manager with whom we encourage a client to openly share any concerns they have.

Depending on the stage of the project it is assumed the Sales Person or dedicated Site or Project Manager will be the first point of contact with any issues hopefully being resolved at this stage.

If any issue still cannot be resolved then the Senior/Construction Project Manager can be contacted to take the complaint further.

At the beginning of every project the Senior/Construction Project Manager attends the client Project Launch Meeting to make himself known to the rest of the team and to discuss with the client that he is the point of contact should there be any issue whatsoever with the project team.

It is rare that a complaint will still be unresolved, however further people in the business are then available to be contacted by the client. Firstly, General Manager and finally the Chief Executive. At the beginning of a project contact details will be given for all of these individuals should there ever be a need to contact them.

When an official Defect Notice is submitted from a client, the information is to be transferred into Issue Management Register. The register is to be used to record the following information:

- ID Ref.
- Current Status
- Priority
- Issue Description
- Assign to Owner
- Expected Resolution Date
- Escalation Required
- Impact Summary
- Action Step
- Issue Type
- Date Identified
- Associated ID
- Entered By
- Actual Resolution Date
- Final Resolution & Rationale