

COMPLAINTS POLICY FOR PENNANT TOTAL PROPERTY SOLUTIONS

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 that everyone knows what to do if a complaint is received
- To make sure that 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 will help us to improve our level of service.

Definition of a complaint:-

A complaint is an expression of dissatisfaction, whether justified or not, about any aspect of work carried out by Pennant Total Property Solutions.

Where complaints come from:-

Complaints may come from any individual, company or organisation that has instructed Pennant Total Property Solutions to carry out work on their behalf.

A complaint may be received in the following ways:-

- Verbally
- Over the phone
- By email
- In writing

Our preferred option is to receive complaints in a written format.

Confidentiality:-

All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirement.

Responsibility

Overall responsibility for this policy and its implementation lies with Aled Pennant

Review:-

This policy is to be reviewed annually

Adopted on:-

Date of next review:-

Complaints procedure of Pennant Total Property Solutions:-

Written complaints may be sent to Pennant Total Property Solutions at:-

Aled Pennant
T/A Pennant Total Property Solutions,
Trem Eryri,
Llanbedrgoch.
Anglesey.
North Wales.
LL76 8SX

Telephone complaints can be made on the following numbers:-

- 07748 777538

E-mail complaints can be sent to:- aled@pennant-tps.co.uk

If a complaint is made by telephone, the following details need to be logged:-

- Date and time of call
- Name and full address of the complainant
- The nature of the complaint in as much detail as possible.

In whichever format a complaint is received, the complainant is to receive a printed copy of the complaints procedure within 48hrs.

Resolving Complaints:-

In all cases, the complaint will be handled by Aled Pennant. On receiving the complaint, it is to be logged on a complaints register.

If a complaint is made against a sub-contractor working for Pennant Total Property Solutions, then they should be informed and given a fair opportunity to respond.

All complainants should receive a definitive reply within 3 weeks. If this is not possible because for example an investigation has not been fully completed, a progress report should be sent with an indication of when a full reply will be given.

Whether the complaint is justified or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation and any action taken as a result of the complaint.

In all cases, the swift resolution of complaints is the ultimate aim.

