

## **Complaints Policy**

FH Heating and Plumbing Ltd are committed to providing a high-quality legal service to all our clients. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

If you have a complaint, please contact us with the details. We have eight weeks to consider your complaint.

### **Informal Complaints**

Informal complaints are those raised, usually verbally and usually directly with a member of staff involved in delivering the service. The majority of complaints are informal, responded to and usually resolved promptly and effectively. No formal records are kept of these complaints, only logged, and the person complaining may not perceive the matter as a complaint, rather an enquiry, a suggestion or expression of a concern.

### **Formal Complaints**

A formal complaint is:

- a continued expression of dissatisfaction about a matter after the informal process has been exhausted, over which the company has some control, or is perceived by the complainant to have some control.
- where a complaint is of a more serious nature.
- where the complainant does not wish to raise the matter on an informal level.
- is made in writing and submitted via the company email address [info@fh-hp.co.uk](mailto:info@fh-hp.co.uk)

### **Scope of the complaint's procedure**

The complaints procedure covers complaints from:

- Customers (or their nominated representative)
- Interested parties, such as Principal Contractors or Designers
- Visitors and Members of the public
- Residents.

The procedure covers both matters of policy and of operational matters. It can cover equality, diversity and safeguarding issues.

### **Confidentiality**

The company is committed to confidentiality and protection of the complainant. Should the complainant wish to remain anonymous, the company will endeavour to uphold this, providing it still allows a thorough investigation to be conducted. However, the complainant should be aware that anonymity may restrict some elements of the investigation or in some cases, prevent a full investigation from taking place.

### **Fair Treatment**

No individual raising a complaint under this process, whether successfully or otherwise, will be treated less favourably by any member of staff than if the complaint had not been submitted. All staff involved in handling any stages of a complaint have a duty to ensure that any decision they make regarding assessment of evidence, or the way an individual is treated, must not be influenced by the raising of a complaint. If evidence to the contrary is found, the member of staff may be subject to action under the Staff Disciplinary Procedure.

## What will happen next?

### Stage 1: Informal Complaint

A concern is raised, usually verbally with a direct member of staff involved in delivering the service. Staff will then address the concern within 10 working days. Where informal complaints are not resolved, complainants have the option of submitting a formal complaint.

### Stage 2: Formal Complaint

1. We will send you a letter acknowledging receipt of your complaint within three days of receiving it, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will normally involve passing your complaint to our Quality Manager, who will review your information and speak to any relevant members of staff involved in the complaint.
3. The Quality Manager will then invite you to a meeting to discuss and hopefully resolve your complaint. They will do this within 14 days of sending you the acknowledgement letter.
4. Within three days of the meeting, the Quality Manager will write to you to confirm what took place and any solutions they have agreed with you.
5. If you do not want a meeting or it is not possible, the Quality Manager will send you a detailed written reply to your complaint, including their suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter.
6. At this stage, if you are still not satisfied, you should contact us again and we will arrange for the Managing Director or (if more appropriate) someone unconnected with the matter at the company to review the previous decision and the supporting information that led to that outcome.
7. We will write to you within 14 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.

The outcome of this second review will be final.

Signed: 

Name: Freddie Hoare  
Date: 26/07/2024