

CLAPHAMS LANDSCAPE SERVICES COMPLAINTS POLICY

Claphams Landscape Services aims to provide high quality services, but sometimes things do go wrong. When that happens the Company has a complaints policy and procedure to make sure that complaints are properly investigated and monitored so that we can learn how we can improve our services. The Company's complaints policy follows a standard complaints procedure.

Key points you need to know:

- The procedure is designed to be fair to both staff and complainants
- It is not a disciplinary procedure - it is about resolving complaints/concerns
- Disciplinary procedures are quite separate from the Company Complaints procedure
- The primary aim is to satisfy the concerns of the complainant
- The process should be honest and thorough and responses should as prompt as possible (certainly within the requested timescales)
- The information gained from the complaint situation is to be used to improve the quality of service by acting on the lessons learned.
- Statements made/Information given in response to a complaint, may be disclosable at a later date, if the complaint becomes a claim

Company Complaints procedure

1. The Company complaints procedure involves a Director of the company being designated as the investigating officer for the particular complaint. The Director will not be directly involved in the service about which the complaint is being made. If the complainant is not happy with the Director appointed as the investigating officer, an independent arbiter will be appointed (Norwell Services).
2. A written statement is taken by the investigating officer taking into account all aspects of the complaint.
3. When a problem is raised due to negative issues related to a product or service, an investigation into the root cause of the problem is expected and a report made to Senior Management on a Non-conformance Report.
4. The report should identify the problem and the measures taken to correct and mitigate the environmental impact or departure from procedure.
5. The following investigation should determine the cause of the problem and identify the actions needed to stop recurrence.
6. Corrective and preventive actions taken following the incident need to be commensurate to the problems encountered and the probability of recurrence and must be recorded.
7. An analysis of non-conformities and incidents is considered to be an input for
8. Management Review; see Chapter 18 of Claphams Landscape Services ISO 9001 business management Policy
9. Following investigation, it is expected that corrective and preventive measures be
10. taken to prevent recurrence; effectiveness is discussed at Management Review.
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12. Where necessary Management Programmes are raised to reduce the likelihood of repetition; this could include a review of the EMS.
13. If the result of the investigation shows Claphams to be at fault, a full written apology will be given by the managing Director and consideration be given to compensating the claimant financially (usually by credit note).

Learning from complaints

Complaints, comments, compliments and suggestions are an important way in which the Company monitors how well it is performing. They are also an essential source of information to help us improve the way we deliver and manage our services.

Information about the number of complaints we investigated, the outcome of investigations and the improvements we have made as a result of complaints will be recorded in the non-conformity reports as part of our ISO9001 business management policy (form 2)

Signed



Pete Harper
Director
Claphams Landscape Services Ltd.

Date 3rd July 2015