

Complaints Procedure

This document outlines the procedure for raising and handling complaints within our organisation. Our commitment is to resolve complaints in a fair, efficient, and effective manner.

Details of all complaints will be recorded in the Non-Conformance/Complaints Register by the recipient of the complaint for implementation of appropriate corrective and/or preventive actions. The Project Manager / Contracts Manager will be informed.

If the complaint is received formally either by letter or email, details will be forwarded to the Project Manager / Contracts Manager and recorded in the Non-Conformance/Complaints Register and onto a Complaint Record.

The Management Representative or nominee will investigate all complaints which are recorded on a Complaint Record and detail the Corrective Action taken. Details will be forwarded to the Managing Director for review.

All Complaint Records will be replied to formally by letter or email, advising of any investigative findings and actions taken to resolve the complaint.

Brief details of replies to verbal complaints will be recorded in the appropriate section of the Non-Conformance/Client Complaints Register.

Part 1: Detail & Nature of Complaint			
Client:		Date received:	
Complainants Name:		Complaint received by:	
(Copies of Client correspondence to be attached)			
Details of complaint:			
Resulting from (tick as applicable):			
Safety, Health or Environmental incident	<input type="checkbox"/>	Poor/inadequate documentation	<input type="checkbox"/>
Faulty plant/equipment	<input type="checkbox"/>	Company personnel performance	<input type="checkbox"/>
Documentation Issues	<input type="checkbox"/>	Failure to adhere to Client requirements	<input type="checkbox"/>
TO BE PASSED TO THE PA TO MANAGING DIRECTOR ON COMPLETION OF PART 1			
Part 2: Cause of Complaint + Action (Corrective and Preventive)			
Determined cause of complaint (after investigation):			
Actions taken (corrective and preventive)			
Signed:		Date:	
COPIES TO:	Managing Director	<input type="checkbox"/>	File
	Quality Co-ordinator	<input type="checkbox"/>	Client (if appropriate)