

CUSTOMER CARE & COMPLAINTS POLICY

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Ashe Construction aims to achieve excellence in customer care through a process which:

- provides a framework for processing feedback consistently
- ensures all feedback is dealt with in a timely and appropriate manner
- encourages feedback through numerous methods
- provides impartial consideration of concerns and complaints
- resolves complaints to the satisfaction of both the company and complainant wherever possible
- learns from feedback and makes recommendations for future improvements

This policy is intended as a guide to resolving issues and sharing best practice. The processes outlined do not deal with issues arising from internal company matters.

Feedback and Complaints Process

Any party may provide feedback to any employee of Ashe at any time about any aspect of the company's activities.

Comments can be submitted in a variety of ways:

Post: Managing Director, Ashe Construction Limited, Ashe House, Cooks Way, Hitchin SG4 0JE

E-mail: mail@asheconstruction.co.uk | Telephone: 01462 630630

All feedback, particularly that pertaining to a complaint, is to be dealt with sensitively and confidentially as far as practicable.

Receiving and acknowledging feedback

When feedback is raised an appropriate response should be acknowledged within one week of receipt.

All feedback should be forwarded to the Business Development Director to learn and share best practice.

Complaints

Complaints are to be registered and detailed in the Customer Complaints Register and notified to the managing director immediately upon receipt.

Responding to the complaint is delegated by the Managing Director to a director responsible for its acknowledgement and action as quickly as practicable.

Complaints are to be investigated and resolved to the satisfaction of all parties wherever possible. The director responsible will propose improvements and/or the necessary actions required to

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resolve and address the complaint.

If a complaint warrants a more objective/ independent investigation it should be forwarded immediately to the Managing Director for re-assignment.

Complaints are reviewed monthly to ensure appropriate action has been taken in a timely manner to address the complaint and to ensure that a satisfactory response has been forwarded to the complainant.

Details of all actions regarding complaints must be recorded in the Customer Complaints Register.

All complaints are reviewed at the monthly management meeting which is attended by the managing director.



BUILDING BETTER

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