

Complaints- Resolution Procedures

Customer Service

Customer care is at the heart of all Sidey's operations. With our extensive experience in delivering service alongside experience of a variance of work and installations means, we have a clear understanding of working with and meeting the needs of our customers / Stakeholders /Interested parties.

We guarantee our customer and stakeholders that our vast experience affords us a genuine understanding of tenants' needs and concerns, and we pride ourselves on being able to address any potential complaints immediately

Sidey utilise Customer Satisfaction Survey Forms to measure Customer Satisfaction.

If there were any issues that caused concern. We offer all clients the opportunity to effectively, gauge and monitor our Satisfaction Survey.

The customer will be invited to score our performance and the results of this are recorded, quantified and measured as part of our commitment to Continuous Improvement.

Sidey's Customer Satisfaction Survey covers topics including:

- Conduct/Attitude of Contractor
- Punctuality
- Quality of finished Workmanship
- Treatment of customers personal belongings
- Quality of Information Received
- Quality of Product
- Courtesy
- Clean up after works etc

We always endeavour to provide the best service and products for our customers. However, on rare occasions, we recognise that there may be times where our customers may not be completely satisfied.

To ensure we are able to put things right as soon as we can, please read our complaints procedure below and we will respond promptly to ensure complete satisfaction.

As soon as possible after the completion of the works, please inspect the work to ensure everything has been carried out to our usual high standards.

In the unlikely event there is anything you are not completely satisfied with, please contact us as soon as you can with your full name, contact details and contract number in order that we can rectify any problems as soon as possible.

Either call us on 01738 634 803, or write to us at 57 Feus Road Perth PH1 2AX (please request proof of receipt if posting), or Email us admin@sidey.co.uk.

We aim to respond at least within 2 days of receiving your complaint and where possible, will provide you with a date to remedy any issues raised.

COMPLAINTS - REPORTING FUNCTION

- A complaint is received either written/email/verbal.
- The complaint is logged as a non-conformance and an acknowledgement sent to the customer outlining the issue and how the situation will progress.
- The manager responsible for the issue investigates the complaint and visits the customer, if required.
- This is then communicated in writing to the customer
- The complaint is closed only if all parties are satisfied with the resolution.

WRITTEN – EMAIL COMPLAINTS - TIMEFRAME

1. The complaint is logged as a non-conformance on our electronic database and updated on the complaints spreadsheet- electronic systems. All complaints will be logged immediately and resolved on the spot if it can be done so adequately.

The Non-Conformance system will then be retrospectively updated in order to maintain the integrity of our reporting procedures and quality standards allowing for the management to review at the ISO management meetings if not resolved.

An acknowledgement is sent to the customer outlining what will happen next. The holding letter should be sent out within 24 hours of receiving the complaint.

Depending on the severity of the complaint, i.e. in an emergency it will be dealt with as quickly as possible. if it is deemed urgent but not an emergency it will be replied to within 24 hours.

2. The manager responsible for the issue investigates the complaint and as detailed above responds to the senior management - project team with the required actions within 5-7 days. This is raised on our electronic systems. This should be updated with the latest report information for discussion at the ISO meeting and senior management operations meeting.
3. This is communicated to the customer in writing with complaint response and proposed action and closure with details of the agreed timelines.
4. The complaint is closed out if all parties are satisfied with the resolution.
5. If the complaint is left open this is also discussed at the ISO meeting with the proposed action plan and date for closure. All information is recorded on our electronic reporting systems.

VERBAL COMPLAINTS

1. If the complaint is received verbally, this is logged onto our complaints systems and added as a note to electronic systems with all relevant information.
2. The issue should be referred to the Site Manager to speak to the customer or conduct a site visit. A site report/update should be submitted in order to have a complete record of the issue and how it was resolved.

NON-CONFORMANCE – COMPLAINTS

In processing a non-conformance, the procedure requires not only that the managers responsible ensure that “corrective action” is carried out at once to put the fault right, but that an “elimination action” is developed. The “elimination action” may involve a change of procedure, a change of working method, the installation of new equipment or the training of staff that will ensure that the fault will never be repeated.

At our monthly ISO management review meeting, each live non-conformance from the previous month is reviewed. This process entails each head of department presenting their “elimination action” for each non-conformance under review for which they are responsible. The whole management team then have to agree an "elimination action" before the non-conformance can be closed.

Weekly Reporting

- The complaints shall be discussed, and corrective action plans implemented in line with our operational procedures and ISO management systems.
- A summary of outstanding complaints will be issued to the site manager for updates in preparation for the weekly meeting.
- All complaints shall be actioned and closed out by the head of department as deemed or appointed line manager with the appropriate corrective action. All information shall be recorded on our electronic reporting systems. Lessons learned shall be communicated to all required parties.

Monthly Reporting

- All complaints are discussed and logged at the ISO meeting with the senior management team.
- All complaints shall be actioned and closed out by the head of department with the appropriate corrective action. All information shall be recorded on our electronic reporting systems.
- Lessons learned shall be communicated to all required parties. Key requirements for improvement are noted within our KPI scoring systems and operational procedures.

SUPPORTING SYSTEMS FOR ASSISTING IN COMPLAINTS RESOLUTION

After Sales Care Department

Sidey has a dedicated set of procedures and an After Sales Care department which are both focussed on resolving any issues efficiently and effectively as possible.

Resolution

Customer care is at the heart of all our operations and it is seen as an ongoing commitment to ensure that all our customers are happy and receive the best of service at all levels.

We will always strive to meet the needs and expectations of our customers and listen to all complaints no matter what they may be, striving so far as reasonable and practicable to do our best to come to a happy mutual resolution of closure.

Complaints Flow Chart

