

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.

This procedure has been reviewed and updated on the 06/05/2021

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 Client 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 client 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 and will be shared with Client - Customer.

Sidey's Standard Client Customer Satisfaction Survey covers topics including:

Conduct/Attitude of Contractor

Punctuality

Quality of finished Workmanship

Treatment of Clients- Customers Personal Belongings

Quality of Information Received

Quality of Product

Courtesy

Clean up after works etc

Complaints - Reporting Function

A complaint is received either written – email or verbal.

The complaint is logged as a non-conformance and an acknowledgement would be sent to the Client - Customer outlining the issue and how the situation will progress

The manager responsible for the issue investigates the complaint and visits the client if required

This is then communicated in writing to Client – 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 if the complaint can be resolved 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 sent to the customer –client outlining what will happen next. The holding letter should be sent out within 24 hours of receiving the complaint – Holding Letter - Email - Telephone call

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 updated report information – for discussion at the ISO meeting and senior management operations meeting
3. This is communicated to the customer in writing – Complaint Response and proposed action and closure with details pf the agreed timelines.
4. The complaint is closed out if all parties are satisfied with the resolution. Sage should also Be closed off before the end of the month for review at ISO meeting for discussion.
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. This information is useful should the problem escalate to an official complaint or claim.

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.

We propose this procedure be set in place for this contract which will drive the Continuous Improvement process.

Weekly Reporting

The complaints shall be discussed, and corrective action plans shall be implemented to in line with our operational procedures and ISO management systems
A summary of outstanding complaints will be issued to the site manager to for updates in preparation for the weekly non-core 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. We also log all complaints as otherwise on our internal systems

Monthly Reporting

All complaint 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.

Arbitration

We would also enter arbitration with agreed parties to resolve any complaint issues so far as reasonable and practicable.

Data

All personnel and other data - information will be controlled in line with our operational procedures the Data Protection Act 2018 – GDPR Regulations 2018 as amended - EU exit Regulations.

The Financial Ombudsman Service

The Financial Ombudsman Service exists to help resolve certain complaints when we have not been able to resolve your complaint to your satisfaction. The scheme is entirely free to use.

You should contact the Financial Ombudsman Service within 6 months from the date of our written response.

They will also investigate your complaint if we have not provided you with a written response within 8 weeks of receiving your complaint.

Contact details

You can contact the Financial Ombudsman Service:

In writing:

Exchange Tower, Harbour Exchange, London E14 9SR

By telephone: 0800 023 4567

By email: complaint.info@financial-ombudsman.org.uk

Website: www.financial-ombudsman.org.uk

Complaints Flow Chart

