

BRADFORD WATTS

CUSTOMER COMPLAINTS PROCEDURE / POLICY

PURPOSE:

Bradford Watts Ltd strives to deliver exceptional workmanship, professional conduct, and responsive communication on all projects. This procedure ensures that any dissatisfaction expressed by a customer is recorded, investigated, and resolved in a prompt, fair, and transparent manner.

We are committed to:

- Listening to and respecting customer feedback
- Investigating all complaints thoroughly and impartially
- Taking corrective action where necessary
- Learning from complaints to improve our services

SCOPE:

This procedure applies to:

- All customers and clients of Bradford Watts Ltd, including commercial, domestic, and public-sector clients
- All aspects of our service, from initial enquiry through to project completion and aftercare
- All company staff, subcontractors, and representatives, including site operatives, office-based personnel, and directors
- Complaints relating to workmanship, safety, environmental issues, communication, contractual disputes, or company conduct

WHAT CONSTITUTES A COMPLAINT?

- A complaint is any formal or informal expression of dissatisfaction relating to:
- Poor workmanship or product quality
- Failure to meet agreed timescales
- Safety concerns or breaches of regulations
- Environmental concerns or site cleanliness issues
- Rudeness, unprofessional behaviour, or lack of communication
- Billing, invoicing, or contractual disputes
- Breach of specification or agreed project scope

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4. How Customers Can Make a Complaint

We accept complaints in the following ways:

- Email: info@bradfordwatts.co.uk
- Telephone: 01992657555
- Post: 2, Whitehall Estate, Flex Meadow, Essex CM19 5TP
- In Person: At our offices by prior appointment

When submitting a complaint, customers should include:

- Their name, address, and preferred contact method
- Project or site reference (if known)

A full description of the complaint, including dates, times, and locations

- Names of any staff members or subcontractors involved
- Any supporting evidence (photographs, videos, emails, letters, receipts, etc.)

COMPLAINT HANDLING PROCEDURE:

STEP 1 – RECEIPT AND LOGGING:

- All complaints are logged in the Complaints Register by the Office Administrator or relevant manager.
- Each complaint is assigned a unique reference number for tracking.
- The date, method of receipt, and complainant details are recorded.

STEP 2 – ACKNOWLEDGEMENT (WITHIN 2 WORKING DAYS)

The complainant will receive a written acknowledgement confirming:

- Receipt of the complaint
- The assigned complaint reference number
- The name and contact details of the investigating officer/manager
- Expected investigation timescale and next steps

STEP 3 – INITIAL REVIEW (WITHIN 3 WORKING DAYS)

The appointed manager will review the complaint and decide:

- Whether it is within our remit or should be referred elsewhere
- The level of investigation required (minor, standard, or major)
- Whether urgent remedial action is required for safety or service continuity

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STEP 4 – INVESTIGATION (WITHIN 10 WORKING DAYS)

Evidence will be gathered, including:

- Interviews with staff/subcontractors involved
- Review of project files, method statements, RAMS, and site diaries
- Site inspection if required (with photographic records)
- All findings will be documented in the Complaint Investigation Report.

STEP 5 – RESPONSE AND RESOLUTION

A formal written response will be sent to the complainant outlining:

- Findings of the investigation
- Whether the complaint is upheld, partially upheld, or not upheld
- Details of corrective actions or remedial works
- Timescales for completion of any agreed actions
- Where the complaint is not upheld, reasons will be explained clearly, with reference to contractual terms or relevant evidence.

STEP 6 – CORRECTIVE ACTION AND FOLLOW-UP

If the complaint is upheld:

- Remedial work will be arranged promptly, with agreed dates confirmed in writing.
- Where appropriate, staff retraining, procedural changes, or quality control improvements will be implemented.
- Once resolved, the complainant will be contacted to confirm satisfaction with the outcome.

ESCALATION PROCEDURE:

If the complainant is dissatisfied with the outcome:

- Internal Escalation
- The matter will be reviewed by a Company Director within 5 working days.
- The Director will review all evidence and issue a Final Decision Letter within 10 working days.
- External Resolution (where applicable)

If still unresolved, the complainant may contact:

- Trade associations to which Bradford Watts Ltd belongs
- Alternative Dispute Resolution (ADR) providers
- Small Claims Court for monetary disputes within the legal limit

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RECORD KEEPING:

- All complaints, investigations, responses, and outcomes will be stored securely in both physical and digital format.
- Records will be kept for a minimum of 6 years.
- Data will be processed in compliance with UK GDPR and the Data Protection Act 2018.

MONITORING AND CONTINUOUS IMPROVEMENT:

- The Complaints Register will be reviewed annually by senior management to identify recurring issues or trends.
- Findings will be fed into our ISO:9001 Certified Quality Management System to improve performance.
- Annual reviews of this procedure will ensure continued compliance with legislation, contractual obligations, and best practice.

POLICY STATEMENT:

Bradford Watts Ltd sees complaints not as threats, but as opportunities to improve. We are committed to dealing with all complaints professionally, fairly, and quickly, and to maintaining strong, trust-based relationships with our clients.

Mr. F. Pimley, TechIOSH, AIIRSM, MIconM.
SHEQ Manager,



Bradford Watts Ltd.

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