

Quality Environment Safety Policy	Document Number:
MANAGEMENT	QES 1_2_19
COMPANY COMPLAINTS POLICY STATEMENT	Sheet Number: 1 of 3

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We at GMI Construction Group Plc believe that if a customer or other party wishes to make a complaint or register a concern they should find it easy to do so. The Company policy is to welcome complaints and look upon them as an opportunity to learn, adapt, improve and provide a better service. This policy is intended to ensure that complaints are dealt with properly and that all complaints or comments by customers are taken seriously.

The policy is not designed to apportion blame, to consider the possibility of negligence or to provide compensation. It is NOT part of each department's disciplinary procedure. The Company believe that failure to listen to or acknowledge complaints will lead to an aggravation of problems, customer dissatisfaction and possible litigation. GMI Construction Group Plc supports the concept that most complaints, if dealt with early, openly and honestly, can be sorted out at between just the complainant and the Company.

AIM

The aim of the Company is to ensure that its complaints procedure is properly and effectively implemented, and that complainants feel confident that their complaints and worries are listened to and acted upon promptly and fairly.

GOALS

- Customers and other parties are aware of how to complain, and that GMI Construction Group Plc provides easy to use opportunities for them to register their complaints
- Administration of the procedure is usually by the senior person on site.
- Every written complaint is acknowledged within two working days.
- Investigations into written complaints are held within 28 days.
- All complaints are responded to by GMI Construction Group Plc responsible persons.
- Complaints are dealt with promptly, fairly and sensitively with due regard to the upset and worry that they can cause to both GMI Construction Group Plc and their customers.

The Managers with overall responsibility for dealing with complaints are:

- North East Region: Divisional Managing Director.
- North West Region: Divisional Managing Director.
- Midlands Region: Divisional Managing Director.

COMPLAINTS PROCEDURE

Oral Complaints

- All oral complaints, no matter how seemingly unimportant, should be taken seriously. There is nothing to be gained by staff adopting a defensive or aggressive attitude.
- Company employees who receive an oral complaint should seek to solve the problem immediately if possible.
- If personnel cannot solve the problem immediately they should offer to refer the matter to the responsible complaints manager to deal with the problem.
- All contact with the complainant should be polite, courteous and sympathetic.
- At all times personnel should remain calm and respectful.
- GMI Construction employees should not accept blame, make excuses or blame other employees.
- If the complaint is being made on behalf of the complainant by an advocate it must first be verified that the person has permission to speak for the complainant, especially if confidential information is involved. It is very easy to assume that the advocate has the right or power to act for the complainant when they may not. If in doubt it should be

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		Approved by:	R.A. Bruce	

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assumed that the complainant explicit permission is needed prior to discussing the complaint with the advocate.

- After talking the problem through, each manager or the member of staff dealing with the complaint should suggest a course of action to resolve the complaint. If this course of action is acceptable then the member of staff should clarify the agreement with the complainant and agree a way in which the results of the complaint will be communicated to the complainant (i.e. through another meeting or by letter).
- If the suggested plan of action is not acceptable to the complainant then the member of staff or manager should ask the complainant to put their complaint in writing and give them a copy of the complaints procedure and form for completion.
- In both cases details of the complaint should be recorded on a complaint form.

Written Complaints

- When a complaint is received in writing it should be passed on to the named responsible complaints manager who should record it in the complaints book within two working days. The complaints manager will be the named person who deals with the complaint through the process.
- If necessary, further details should be obtained from the complainant. If the complaint is not made by the complainant but on the complainants behalf, then consent of the complainant, preferably in writing, must be obtained from the complainant.
- A copy of this complaint's procedure will be given to the customer.
- If the complaint raises potentially serious matters, advice should be sought from a legal advisor. If legal action is taken at this stage any investigation by GMI Construction under the complaints procedure should cease immediately and The GMI Construction Group Managing Director should be informed.
- Immediately on receipt of the complaint GMI Construction should launch an investigation and within 28 days should be able to provide a full explanation to the complainant, either in writing or by arranging a meeting with the individuals concerned.
- If the issues are too complex to complete the investigation within 28 days, the complainant should be informed of any delays.

If a meeting is arranged the complainant should be advised that they may, if they wish, bring a friend or relative or a representative such as an advocate.

- At the meeting a detailed explanation of the results of the investigation should be given and also an apology if it is deemed appropriate (apologising for what has happened need not be an admission of liability).
- Such a meeting gives GMI Construction the opportunity to show the complainant that the matter has been taken seriously and has been thoroughly investigated.
- After the meeting, or if the complainant does not want a meeting, a written account of the investigation should be sent to the complainant. This should include details of how to approach The GMI Construction Managing Director.
- The outcomes of the investigation and the meeting should be recorded on appropriate documentation and any shortcomings in GMI Constructions procedures should be identified and acted upon.

GMI Construction Group PLC complaints procedure will be audited every 12 months with results recorded and discussed during Annual Management Review.

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Training

The GMI Compliance Manager is responsible for organising and co-ordination of training. All staff should be trained in dealing with and responding to complaints. Complaints policy training should be included in the induction training for all new staff and in-house training sessions on handling complaints should be conducted at least annually and all relevant staff should attend.

Signed:



Name Andrew Bruce

Position Group Managing Director

Date 01 April 2021

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