



Specialists in Roofing  
and Waterproofing

# Complaints Procedure

## Policy Statement

Radmat Building Products Ltd [Radmat] welcomes customer feedback and complaints, looking 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 and employees are taken seriously.

This policy is not designed to apportion blame, to consider the possibility of negligence or to provide compensation. This policy does not form part of each companies' disciplinary policy.

Radmat understand that failure to listen to, or acknowledge, complaints could lead to an aggravation of problems, customer dissatisfaction and possible litigation. Radmat supports the concept that most complaints, if dealt with early, openly and honestly, can be resolved to the satisfaction of all parties through positive engagement in seeking a resolution.

### Aim

The aim of Radmat 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

Radmat's goal is to resolve every complaint to the satisfaction of all parties as far as possible. To facilitate that goal Radmat seeks to ensure all complaints are dealt with promptly, fairly and sensitively within the following timescales.

- Every written complaint is acknowledged within two working days.
- Investigations into written complaints are held within 28 days.
- All complaints are responded to in writing by Radmat.

The named manager, with overall responsibility for dealing with complaints is Mark Harris.

## Complaints Process

1. Listen to the complaint  
Thank the customer for bringing the matter to your attention. Apologise and accept ownership, don't blame others and remain courteous.
2. Record details of the complaint  
Go through the complaint in detail so you can understand exactly what the problem is. Keep records of all complaints in one central place or register. This will help you identify any trends or issues.
3. Get all the facts  
Check that you have understood and recorded the details of the complaint correctly. Ask questions if necessary.
4. Discuss options for fixing the problem  
Ask the customer what response they are seeking; it could be a repair, replacement, refund or apology. Decide if the request is reasonable.
5. Act quickly Aim to resolve the complaint quickly.  
If you take a long time they tend to escalate.
6. Keep your promises  
Keep the customer informed if there are any delays in resolving their request. Don't promise things that you can't deliver.
7. Follow up  
Contact the customer to find out if they were satisfied with how their complaint was handled. Let them know what you are doing to avoid the problem in the future.

## Complaints Procedure

### Oral Complaint

All oral complaints, no matter how seemingly unimportant, should be taken seriously. Radmat employees who receive an oral complaint should seek to solve the problem immediately if possible, adopting a proactive attitude and approach; there is nothing to be gained by adopting a defensive or aggressive attitude. All contact with the complainant should be polite, courteous and sympathetic. At all times staff should remain calm and respectful.

Under no circumstances should employees accept blame, make excuses or blame other employees. If staff cannot solve the problem immediately, they should offer to refer the matter to the complaints manager to deal with the problem.

If the complaint is being made on behalf of the customer by an advocate it must first be verified that the person has permission to speak for the customer, especially if confidential information is involved. It is very easy to assume that the advocate has the right or power to act for the customer when they may not. If in doubt it should be assumed that the customer's 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 to the Radmat and give them a copy of the complaint's 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 complaints manager who should record it in the complaints book and send an acknowledgment letter within two working days.

If necessary, further details should be obtained from the complainant. If the complaint is not made by the customer but on the customer's behalf, then consent of the customer, preferably in writing, must be obtained from the customer.

A copy of the 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 Radmat Building Products Ltd under the complaint's procedure should cease immediately.