

## **Edward Ashdale Limited – Complaints Procedure**

### **Complaints Procedure:**

#### ***1. Summary***

This procedure outlines the procedures followed by Edward Ashdale Limited should they receive a complaint from a customer, either in writing or by telephone, relating to work that have either been completed or are in the process of being carried out by Edward Ashdale Limited

#### ***2. Terms/Definitions***

**Complaints Register** – Folder (either written or computer-based) in which customer complaints are documented. Full details of the Complaints Register are given in section 3.2 below.

**Complaints Manager** – Point of contact for resolving and administrating customer complaints. The appointed Complaints Manager for Edward Ashdale Limited is Sam Samuel.

#### ***3. Initial contact***

##### ***3.1. Recorded in Complaints Register***

Immediately following the receipt of a complaint from a customer, the complaint is logged in the Complaints Register. The Complaints Register is a folder set up for the express purposes of keeping an accurate and chronological record of any complaints received, correspondence/communications that have taken place between Edward Ashdale and the customer/client to resolve the issues concerned and the outcome of said actions.

The Complaints Register incorporates the following elements:

- Date-indexing – All complaints are filed in ‘date of receipt’ order – that is, in order of the date that the complaint was received.
- Full complainant name, telephone number and address of the property concerned. In the event that the complaint is being made on behalf of someone else, the full name, address and contact details of the complainant are recorded as well as the relevant details of the customer in question.
- Brief summary of the case.
- Brief summary of nature of complaint

The above information is included on a ‘customer complaints cover sheet’ contained within the complaints register. Each separate complaint will utilise a separate cover sheet. In addition, all relevant correspondence is filed alongside the complaint’s cover sheet including copies of correspondence issued by Edward Ashdale.

##### ***3.2 First response***

Once a complaint has been received and logged within the complaints register, it is the responsibility of the Complaints Manager to contact the complainant within 48 hours to discuss the issues raised. This initial contact will be attempted by telephone, however should it not be possible to speak directly to the complainant via this method then a message will be left (should a messaging service be available) and a letter of acknowledgement despatched to the complainant’s address.

If the complainant is reached at this point of initial contact, the Complaints Manager will first apologise for the issues raised and will attempt to discuss the particulars of the complaint, including any potential resolution of the problems. It is hoped that most complaints can be resolved at this point of initial contact – the complaints is discussed and actions are proposed by the Complaints Manager intended to resolve the complaints to the customer's satisfaction. These actions are also verified in writing to the complainant. All contact is documented and dated within the Complaints Register.

#### ***4. Resolution***

As previously stated, it is hoped that the initial communication and subsequent resolution action outlined in agreement with the complainant is sufficient to resolve the complaint. If the complainant is still not satisfied then it will be necessary to escalate the complaint.

#### ***5. Escalation 1 – further resolution***

In the event that the proposed resolution does not satisfy the complainant, then it will be necessary for the Complaints Manager to escalate the complaint. The complainant will be invited to submit their grievances in writing so they can be addressed in more detail.

Once the Complaints Manager has fully reviewed all aspects of the complaint, a written response will be provided to discuss ways of moving forward with the complaint. The Complaints Manager will propose further actions to resolve the complaint which the Complaints Manager feels is appropriate and in keeping with the extent of the complaint and any culpability on the part of Edward Ashdale Limited.

If the actions proposed by the Complaints Manager are agreed by the complainant, this will once again be confirmed in writing and documented in the Complaints Register.

If the complainant is not happy with the actions proposed by the Complaints Manager and/or the Complaints Manager feels that the complainant is being unreasonable in their demands, then it will be necessary for the complaint to be escalated to the Property Ombudsman.

#### ***6. Escalation 2 – The Property Ombudsman***

A complaint is to be referred to Property Ombudsman in the following circumstances:

- If after initial contact and resolution, the complainant is unwilling to agree to any further rectification actions by Edward Ashdale Limited.
- The Complaints Manager of Edward Ashdale Limited deems the demands of the complainant to be unfair or the responsibility of the issues raised not the responsibility of Edward Ashdale Limited despite the insistence of the complainant
- If, after unsuccessful initial resolution, a second attempt at resolving the issues is also unsuccessful.

In such situations, the complainant is advised to contact The Property Ombudsman directly. Edward Ashdale Limited agrees to cooperate fully with The Property Ombudsman to assist in resolving the complaint to the satisfaction of all parties concerned, including the provision of copies of our Complaints Register of the complaint in question should The Property Ombudsman require this.