

Complaints Policy

Version: 1.0125



Complaints Policy of Morgan Civil and Structural

Morgan Civil and Structural is committed to providing a quality service and working in an open and accountable way that builds trust and respect. One of the ways in which we can continue to improve our service is by listening and responding to the views of our clients, and in particular by responding positively to complaints, and by putting mistakes right.

Therefore, we aim to ensure that:

- To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint
- To make sure all complaints are investigated fairly and in a timely way
- We deal with it promptly, politely and, when appropriate, confidentially
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired
- To gather information which helps us to improve what we do
- We learn from complaints, use them to improve our service, and review annually our complaints policy and procedure

Definitions

A complaint is defined as any expression of dissatisfaction; however, it is expressed. This would include complaints expressed face to face, via a phone call, in writing, via email or any other method.

All staff should have sufficient knowledge to be able to identify an "expression of dissatisfaction" even when the word "complain" or "complaint" is not used.

Complaints

The formal complaints procedure is intended to ensure that all complaints are handled fairly, consistently, and wherever possible resolved to the complainant's satisfaction.

Responsibilities

Morgan Civil and Structural's responsibility will be to:

Overall responsibility for this policy and its implementation lies with the Director. This policy is reviewed regularly and updated as required.

- Acknowledge the formal complaint in writing
- Respond within a stated period of time
- Deal reasonably and sensitively with the complaint
- Take action where appropriate
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A complainant's responsibility is to:

Written complaints may be sent to Morgan Civil and Structural, The Old Brewery, 7-11 Lodway, Pill, Bristol. BS11 0DH or by e-mail at enquiries@morganstructural.co.uk
Verbal complaints may be made by phone to 01275 217171.

- Bring their complaint, in writing, to our attention within 8 weeks of the issue arising
- Raise concerns promptly and directly with a member of staff within Morgan Civil and Structural

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- Explain the problem as clearly and as fully as possible, including any action taken to date
- Allow us a reasonable time to deal with the matter, and recognise that some circumstances may be beyond our control

Confidentiality:

Except in exceptional circumstances, every attempt will be made to ensure that both the complainant and Morgan Civil and Structural maintain confidentiality. However, the circumstances giving rise to the complaint may be such that it may not be possible to maintain confidentiality (with each complaint judged on its own facts). Should this be the case, the situation will be explained to the complainant.

Complaints Procedure:

Written records must be made by Morgan Civil and Structural at each stage of the procedure.

Stage 1

In the first instance, staff members must establish the seriousness of the complaint. An informal approach is appropriate when it can be achieved. But if concerns cannot be satisfactorily resolved informally, then the formal complaints procedure should be followed.

Stage 2

If the complaint cannot be resolved informally, the client should be advised that a formal complaint may be made, and the following procedure should be explained to them. It may sometimes be appropriate for a different member of staff, preferably a member of the Management Team, to make this explanation.

- A formal complaint should be made in writing and sent to Morgan Civil and Structural, The Old Brewery, 7-11 Lodway, Pill, Bristol. BS11 0DH or enquiries@morgancs-consult.com If verbally, a statement should be taken by a member of the Management Team, staff member or Director
- In all cases, the complaint must be passed to the Director
- The Director will investigate the complaint. Any conclusions reached should be discussed in writing within 14 working days of receiving it
- The Director will investigate the complaint. Any conclusions reached should be discussed with the staff member involved and their Line Manager
- The person making the complaint will receive a response based on the investigation within four weeks of the complaint being received. If this is not possible then a letter must be sent explaining why

Stage 3

a) If the complainant is not satisfied with the above decision, they can submit an appeal within 5 business days. Following this process if the complainant is still not satisfied, they can seek further advice from an external body or regulatory authority from where they deem appropriate.