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| **Document Approval** |
| **Approval:**  | Malcolm Kitching | **Sign:** | C:\Users\Stacey\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.Word\SCAN0232.jpg |

1. **Purpose and Scope**

Westdale Group Limited strive to provide a first-class service to all our customers. However, there may be an occasion when the customer is not satisfied with the service that you have received.

Westdale Group work extremely hard to ensure our customers are satisfied with our work and the way it is carried out, but we recognise that our works do not go as planned.

1. **Responsibilities**

The Directors are responsible for the overall ownership for the Customer Care, Complaints and Handover procedure

Regional Managers are responsible for ensuring properties are handed over in accordance with the scope of works and standards set out within the Client’s specification.

The Customer Service Manager for overseeing serious or difficult to resolve issues.

Site Managers and Resident Liaison Officers (RLO) are responsible for maintaining the Site Issue Log and ensuring customers complaints are addressed and closed out to the customer’s satisfaction within agreed time scales.

1. **Reference Documents**

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| **Document Ref:** | **Title** |
| QP 07a | Site Issue Log |
| QP 07b | Customer Satisfaction Form |

1. **Revision Changes**

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| **Review Date** | **Revision No.** | **Brief Description of Changes** |
| 01/02/2020 | 1 | First draft |
| 24/03/2021 | 2 | To include BBA details |
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1. **Procedure**

Westdale Group provide customers with the opportunity raise any issues as soon as possible via our on-site resident liaison offers and customer satisfaction forms so that we can address them promptly. Our process is designed to ensure that any and all problems arising during the installation are dealt with properly and efficiently

1. Residents are provided with contact details at the outset of the project within the Welcome Letter and may contact the business either by writing, via email, web or telephone. The details for all of these are listed below as follows; Westdale Group Limited, Doncaster Road, Askern, Nr. Doncaster, DN6 9JD E- Mail: support@westdaleservices.co.uk, website: [www.westdaleservices.co.uk](http://www.westdaleservices.co.uk), Telephone: 01302 700 700.
2. Issues are registered and given a unique reference code so that we can track progress at the touch of a button. Residents are given the code as a reference until it is resolved.
3. The project Resident Liaison Officer (RLO), whose contact information can be found on the Welcome letter, will visit in person where necessary or contact resident’s raising a complaint by telephone within 48 hours of the issue being raised. RLOs are empowered to resolve issues as soon as is practical.
4. Depending on the scale and nature of the issue a Customer Services Manager and / or Regional Manager may become involved to support the Resident Liaison Officer until the issue is resolved.
5. In the event that Westdale Group have undertaken works but the customer is unsure of the standard, the business will ask the Product Manufacturer to issue a report and Westdale Group will act in accordance with that report.
6. If you are still dissatisfied having followed all the stages of the above procedure you may apply to BBA Competent Person Scheme for an independent investigation of your complaint, full details on their scheme are listed at [www.bbainspectionservices.co.uk](http://www.bbainspectionservices.co.uk) Please write to BBA at the following address or use the telephone, web or email details below:-

British Board of Agrement, Bucknalls Lane, Watford, Herts, WD25 9BA

E Mail clientservices@bbastar.co.uk web [www.bbacerts.co.uk](http://www.bbacerts.co.uk) TEL 01923 665300

1. If the customer is still dissatisfied having followed all the stages of our internal complaint procedure, they may apply to the appropriate body for an independent investigation of the complaint.
2. In the unlikely event the client is still dissatisfied, following eight weeks of the issue first being raised to the business, the client will be referred to the Ombudsman Service for a ruling and action as appropriate.

The above procedure is intended to provide additional comfort and assurance to all our customers and do not affect their statutory rights in any way.