

Environmental Management System OCP4 – Complaints Procedure

Date Adopted 15 January 15

1. Purpose:

- To ensure that any complaints are recorded, investigated and, where justified, remedied by the organisation.

2. Responsibilities:

- All staff and contractors – reporting and responding politely to complaints made directly to them.
- Reception – receiving complaints and forwarding to responsible manager.
- Stephen Foster – responding to and recording complaints.
- Stephen Foster – investigating and where justified remedying complaints.

3. Procedure:

3.1 What is a Complaint?

A complaint is an expression of grief or dissatisfaction concerning the organisation's activities made by a concerned external party. This will usually be a member of the public or neighbour but can include complaints from regulators or other businesses. This procedure is concerned with cases where (The Flooring Group Ltd) is, or is thought to be, causing nuisance to others, e.g. traffic congestion, parking, smell, noise, litter, view.

Complaints include those received by telephone, letter, fax or email. Comments or complaints made by members of the public directly approaching staff or contractors must also be dealt with in line with this procedure.

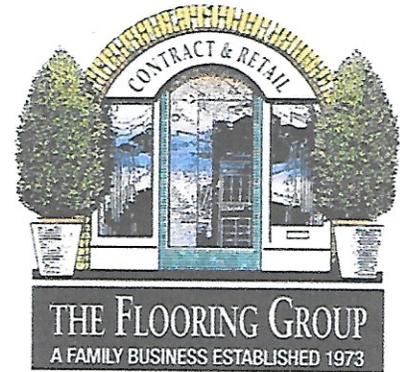
3.2 Instructions to ALL Staff and Contractors:

If a person approaches you directly with a complaint:

- Stop the activity that is causing the complaint immediately (if appropriate/ safe to do so).
- Respond politely and respectfully to the complainant.
- If the person wishes to pursue the complaint then forward them to responsible person or give them the Branch telephone number [020 7435 5678] to register the complaint.

3.3 Registering a Complaint:

- All complaints whether received directly by a member of staff, via reception or entrance(s) should be forwarded to Stephen Foster.
- Reception, if out of hours or the reception is unavailable, will record the details of the complainant and nature of the complaint using a [Incident / Accident form].



- COMMERCIAL DIVISION -

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Marmoleum, Dalsouple Rubber,
Carpets and Natural Floor Coverings

SHOWROOM

3, South End Road
London NW3 2PT
Tel: 020 7435 5678

Email: commercial@theflooringgroup.co.uk
Website: www.theflooringgroup.co.uk

INSTALLATION ENQUIRIES

Email: installations@theflooringgroup.co.uk



The Flooring Group Ltd
The Islington Flooring Company
The Hampstead Flooring Company
The Kensington Flooring Company
The Knightsbridge Flooring Company
The Fulham & Chelsea Flooring Company

3.4 Action Following a Complaint:

- All complaints are assessed by the branch manager and the environmental management complaints passed to Environmental Manager.
- The Environmental Manager assesses if the complaint is valid and attributable to (The Flooring Group Ltd). Where necessary the [responsible manager] and Departmental Managers may be asked to assist with the investigation.
- All valid complaints and details of the investigation recorded in the [Customer file and EMS records].
- The Environmental Manager and responsible Departmental Managers will take necessary action to remedy the valid complaint.
- Where necessary, appropriate internal action is taken by Departmental Managers to avoid a repetition of the incident causing the complaint. Actions are recorded on Customer Liaison file.

3.5 Feedback to Concerned Parties:

- The responsible Departmental Managers informs the complainant of the outcome of the investigation in writing, as soon as practical. Details of the investigation and any corrective action taken should be included and a copy kept on the Customer Liaison file. If this is not possible the Environmental Manager will inform the complainant of the outcome.

4. Records:

Document/ Record	Responsibility	Location / Reference	Retention	Disposition (Archive / Destroy)
Copies / details of complaints and responses	Environmental Manager	Contracts Office		
Complaints form / security log?				

Signed: 

Ben Hawkes, Managing Director

Date: 17/01/2019