



CUSTOMER COMPLAINTS PROCEDURE of GATE EXPECTATIONS/GRASS EXPECTATIONS LTD

Gate Expectations/Grass Expectations Ltd views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the Customer that has made the complaint.

AIMS:

- To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint;
- To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint;
- To make sure everyone at Gate Expectations/Grass Expectations Ltd knows what to do if a complaint is received;
- To make sure all complaints are investigated fairly and in a timely way;
- To make sure that complaints are, wherever possible, resolved to the satisfaction of all parties and that relationships are repaired where possible;
- To gather information which helps us to improve what we do.

Definition of a Complaint

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of Gate Expectations/Grass Expectations Ltd.

Confidentiality

All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

Responsibility

Overall responsibility for this policy and its implementation lies with Mr Gerry Whittle, Owner and Managing Director of Gate Expectations/Grass Expectations Ltd

Publicised Contact Details for Complaints:

Written complaints may be sent to Gate Expectations/Grass Expectations Ltd at Gate Expectations Limited, Unit A, Robert Rose House, Elliot Road, BOURNEMOUTH BH11 8JS or by e-mail at admin@gateexpectations.net

Verbal complaints may be made by phone to (01202 571815, 07932 545915) or in person to Gate Expectations/Grass Expectations' Ltd Office/Service Managers (in the first instance) at Gate Expectations Limited, Unit B, Robert Rose House, Elliot Road, BOURNEMOUTH BH11 8JS.

CUSTOMER COMPLAINTS PROCEDURE:

Stage One:

1. In the first instance the Office/Service Manager will attempt to resolve issues/complaints you have made. Your complaint will be treated with respect, your complaint listened to, logged and passed on to the appropriate Manager. Your complaint will be responded to within 28 days;
2. Whether or not the complaint has been resolved, the complaint information will be passed to the Proprietor/Managing Director, Mr Gerry Whittle;
3. On receiving your complaint, the Office/Service Manager will record it in the complaints log. If it has not already been resolved, they will pass this on to the Owner/Managing Director to investigate it who will take appropriate action. If the appropriate action is remedial action as agreed by you the customer, this will occur within 8 weeks from the date of the customer agreement.;
4. If the complaint relates to a specific person within the Company, they will be informed and given a fair opportunity to respond.

5. Complaints will be acknowledged and offered a course of action by the person handling the complaint within 28 days. The acknowledgement will explain to you who is dealing with the complaint and what action may occur.
6. The reply will describe the action taken to investigate the complaint, the conclusions from the investigation, and any action to be taken as a result of the complaint.

Stage Two:

1. If you feel that the problem has not been satisfactorily resolved at Stage One, you can request that the complaint is reviewed at Proprietor Level. At this stage, the complaint will be passed to Mr Gerry Whittle, Proprietor and Managing Director;
2. The request for Proprietor/Managing Director level review should be acknowledged within 7 days of receiving it. The acknowledgement will detail how the Proprietor/Managing Director will deal with the case and when you can expect a reply;
3. The Proprietor/Managing Director may investigate the facts of the case themselves or delegate a suitably senior person to do so. This may involve reviewing the paperwork of the case and speaking with the person who dealt with the complaint at Stage One;
4. If the complaint relates to a specific person within the Company, they will be informed and given a further opportunity to respond;
5. The person who dealt with the original complaint at Stage One will be kept informed of what is happening.

Whether the complaint is upheld or not, the reply to you will describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint. Complaints will be settled amicably where at all possible. Full details of why a complaint may not be upheld, if relevant, will be made available.

The decision taken at this stage is final, unless the Proprietor/Managing Director decides it is appropriate to seek external assistance with resolution. This may occur if the Proprietor/Managing Director is the person to whom the complaint rests upon. Gate/Grass Expectations uses The Which? Trusted Traders Ombudsman for disputes resolutions.

Variation of the Complaints Procedure

The Proprietor/Managing Director may vary the procedure for good reason. This may be necessary to avoid a conflict of interest, for example, a complaint about the Proprietor/Managing Director should not also have the same as the person leading a Stage Two review.

Monitoring and Learning from Complaints

Complaints are reviewed annually to identify any trends which may indicate a need to take further action. Where we cannot resolve any complaints using our own complaints process as a Which? Trusted trader we use Ombudsman Services Ltd for dispute resolution.

In the unlikely event of this occurring and you wish to refer the complaint to the Ombudsman please contact Which? Trusted Traders in the first instance on 0117 981 2929.