

## Our Process in Handling Complaints

Our Company's Core Values define our approach to dealing with people at all times.

### Respect & Integrity

*"We promote and uphold fair-mindedness; the sharing, listening to, and respecting of each others' opinions. We believe that mutual respect, honesty and openness create our unique reputation, positive working environment & culture. These are our founding principles."*

At all times, McTaggart Construction's staff will have a respectful attitude in handling all complaints and interactions with the public. We will carefully listen to your feedback and record this information for our action.

### Our Aim

- To ensure that making a complaint is a simple process.
- Follow up all complaints whether it is made in person, by phone, letter or email.
- To provide responses which are clear and easy to understand
- Deal with it promptly, politely and where appropriate, informally.
- To learn from complaints and use them to improve our service.
- To be open and honest and deal with matters sensitively.

### Making a Complaint

If you feel you need to make a complaint it is important that you contact us and tell us:

- What the complaint is.
- When it happened.
- Whom you reported it to and who has been involved.
- How you would like it resolved.

You can make a complaint in writing (letter/email), by telephone or in person. Please let us know within 1-2 weeks of the issue first arising. We believe that the majority of problems can be sorted out by discussing the issues with the relevant members of staff and we encourage you to do this. Where this has not resolved your problem or for some reason you do not wish to discuss your complaint at this level we understand that you may wish to take things further.

### Escalation Procedure

There are three stages to our complaints procedure:

1. Review by the appropriate Site Manager.
2. Review by the appropriate Contracts Manager. You should advise us as to why you remain dissatisfied and advise us what you would like to happen to resolve your complaint.
3. Review by the Projects Director, J.Russell. This intervention will be heard in person and we would invite you and a friend or relative to this face to face discussion.

### Timescales

We appreciate it is important for you to have your complaint resolved as quickly as possible. At each stage we will provide a response within one week. In our reply, we will also provide you with details of what to do next and a named person to contact if you still remain unhappy.

### Policy Review

This current policy will be reviewed March 2022 and shared with our employees.



Gary Climson  
Managing Director  
McTaggart Group  
March 2021

Name	
Address	
Phone	
Email	

**Description of Complaint**

- When it happened?
- Whom you reported it to and who has been involved?
- How you would like it resolved?

**MCTAGGART CONSTRUCTION USE ONLY**

**Details Taken by:**

**Date / Time:**

**Actions Required/Response**

1
2
3

**Verification:**

**Corrective Action Complete**

**Signed:** \_\_\_\_\_ **Date:** \_\_\_\_\_