

TOMMY JAMES LTD

Complaints Handling Policy

Our Complaints Policy Aims and Objectives

We at **Tommy James Ltd** are committed to providing a high-quality service to all our clients. If you are not satisfied we need you to tell us about it. This will help us to improve our standards and the services we provide.

What constitutes as a complaint: Where customer expresses a concern over any related work or service provided by the company.

If you have a complaint, please contact us with full details by email at mail@tommyjames.co.uk or write to us at Tommy James Ltd, 185 Walderslade Road, Chatham, Kent ME5 0ND

Our Managing Director is the dedicated person to deal with customer complaints and have the autonomy on the overall decision of the issue / complaint.

All complaints will be taken seriously and the resolution of these will be prompt.

How will your complaint be dealt with!

Our procedure is:

1. All complaints will have a letter acknowledgement receipt of your complaint sent out within 7 Days.
2. We will then investigate the complaint. This involves the Managing Director dealing directly with the complaint and all parties concerned.
3. Within 7 days after receipt of our acknowledgement letter we will write to the client to resolve the issue of complaint.
5. The complaint will be logged into the Issues / Complaints Report Database.
4. If the issue is not resolved the next step would be an invitation to meet with the Managing Director.
5. Within three days of the meeting, the Managing Director will write to the client to confirm what took place and any final solutions he has agreed with them.
6. If an issue/complaint relates to a Sub-Contractor, the complaint will be dealt with directly by Tommy James Ltd and not by the Sub-contractor.
15. If the client is dissatisfied with the resolution they have a right of appeal to the Head of Customer Services.

If we have to change any of the timescales above, we will let you know and explain why.