

Ability (South UK) Ltd

Complaints Policy and Procedure

Table of Contents

What is a complaint?	3
Our standards for handling complaints.....	3-4
Confidentiality	4
How to complain to us	4
Complaints procedure.....	5-6
If you are still dissatisfied.....	7
Timescales.....	7
Remedies	8
Recording complaints	8
Contacting us	9
Quality of Service.....	9

Ability (South UK) Ltd is committed to providing a high quality and transparent service to everyone we deal with. In order to do this we need you to tell us when we get things wrong. We want to help resolve your complaint as quickly as possible.

We consider any expression of dissatisfaction with our service which calls for a response as a complaint. We will listen to your complaints, treat them seriously and aim to learn from them so that we can continuously improve our service to all our customers.

All Gas Safe registered businesses are required to comply with the Consumer Rights Act 2015. This Act governs contracts for the sale and supply of goods and services to consumers and sets the standards which must be met.

What is a complaint?

A complaint is an expression of dissatisfaction, whether it is justified or not.

Our policy covers complaints about:

- the standard of service you should expect from us
- the behaviour of our staff in delivering that service
- any action, or lack of action, by our staff or others engaged in Ability (South UK) Ltd business

We refer to these complaints as 'service complaints'.

Handling of Complaints

- We can receive complaints from customers by letter or email. We treat all complaints seriously.
- You can expect to be treated with courtesy, respect and fairness at all times. We expect that you will also treat our staff dealing with your complaint with the same courtesy and respect.
- We will treat your complaint in confidence.
- We will deal with your service complaint promptly.

- We will acknowledge receipt of a written complaint within seven working days where we have a return address.
- You can expect to have a full reply within 20 working days. If we are not going to be able to meet this expectation, we will notify you in writing and provide the reason why. We will keep you fully informed and let you know when we will be able to reply in full.

Third Party Complaints

A third party is any person or organisation acting on behalf of or making enquiries for the customer (the complainant). For example, third parties may include:

- Family member or friend
- Power of Attorney/legal representative

Where a third party is helping a complainant, we need written consent to that effect from the customer. Where we have this authority, we will endeavour to take all reasonable steps to keep the third party informed of progress on the complaint.

Confidentiality

All complaints received will be dealt with confidentially and in accordance with the Data Protection Act 1998.

How to complain to us

If you wish to make a complaint you can do so in writing by either email or letter. Our contact details are in the '**Contacting Us**' section below.

Complaints Procedure

We have a two-stage service complaints handling procedure. At each stage it will help us to resolve your complaint quickly if you can give us as much information and detail as possible e.g. including any photographs of work when explaining that you are making a complaint. If we do not have all the details required to deal with the complaint, we may contact you and ask you for further information.

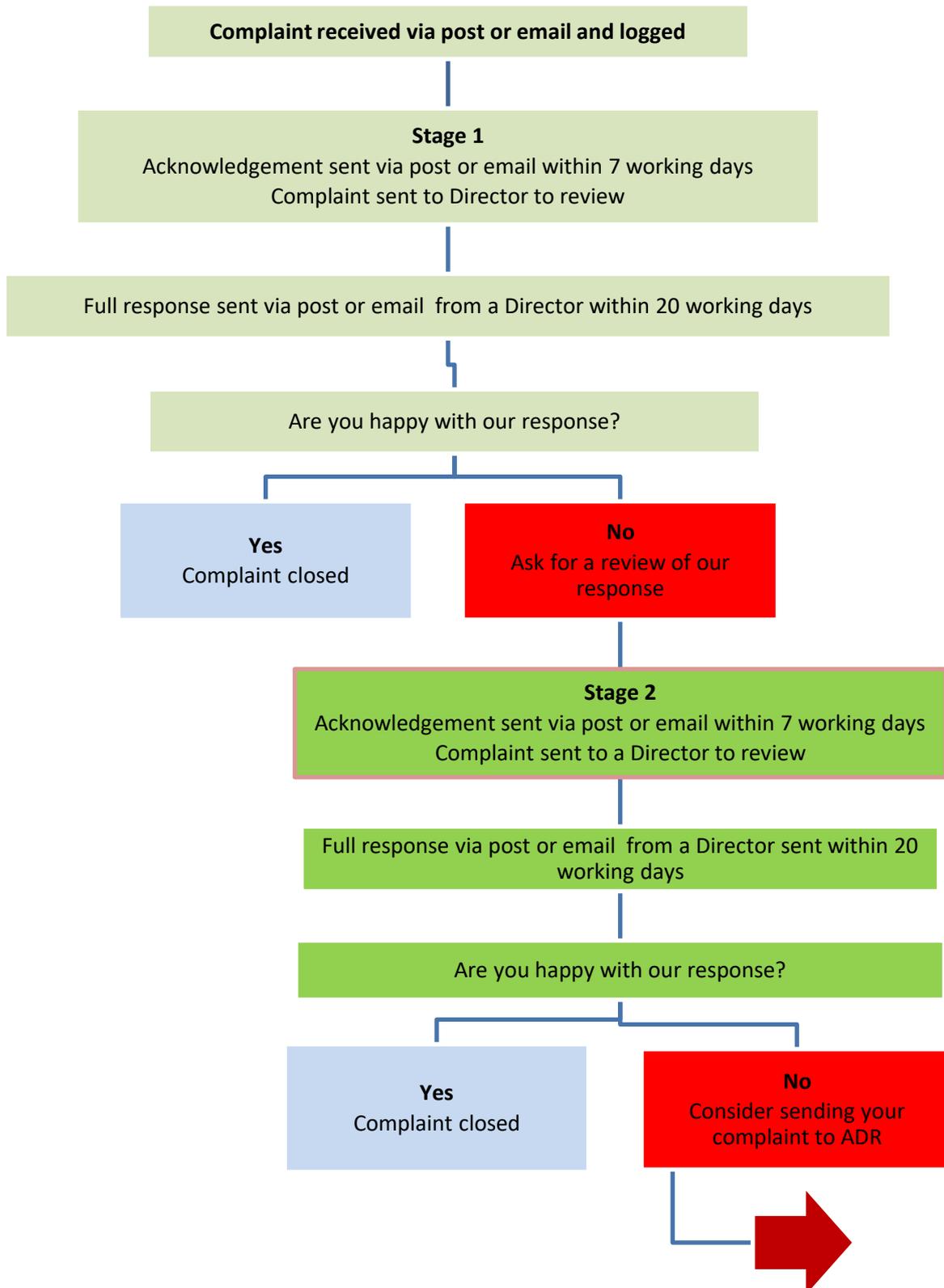
Stage 1

This is the first opportunity for us to resolve your complaint. We expect most complaints to be resolved at this stage. On receipt of your written complaint a Company Director will respond to your complaint.

Stage 2

If you are dissatisfied with the response at Stage 1, you may request a review. This will be carried out by a Company Director. You need to explain in detail why you are dissatisfied with the outcome of the Stage 1 review and provide copies of all correspondence relating to it. The request needs to be via email or letter.

How we will respond to your complaint



If you are still dissatisfied

If having followed the two internal stages of our service complaints procedure and you remain dissatisfied, you can ask to have your complaint reviewed by an Alternative Dispute Resolution provider. Gas Safe has a partnership with The Dispute Resolution Ombudsman;

<https://www.gassaferegister.co.uk/who-we-are/our-stakeholders/partnerships/dispute-resolution-ombudsman/dispute-resolution-ombudsman-news/>

The Dispute Resolution Ombudsman will review the complaint and make a decision.

Timescales

Stage 1

We will acknowledge complaints within 7 working days of receiving each complaint. We will send a full response within 20 working days of receiving each complaint.

If you make a complaint in person or by telephone to a member of our staff, it will be recorded but you will need to put your complaint in writing either by email or letter within 7 days. We will then deal with your complaint in accordance with our policy for written complaints.

Stage 2

We will acknowledge complaints within 7 working days of receiving each complaint. We will send a full response within 20 working days of receiving each complaint.

Extending time limits

We aim to complete our investigation into all complaints received within the timescales set out above. However, on occasion it may be necessary to extend the time limit to ensure we have all the information necessary to deal with it. If this is the case, we will keep you informed of progress and the reasons for the delay and the next steps.

Remedies

When we get things wrong we will:

- accept responsibility and apologise
- explain what went wrong and why
- put things right
- learn lessons from mistakes and change policies and practices where appropriate and sensible to do so

The action we take to put matters right (i.e. redress) in response to a complaint can include any combination of the remedies set out in the list below. The general principle we follow is that complainants should, so far as possible, be put in the position they would have been in, had things not gone wrong.

The remedy applied needs to be proportionate and appropriate to the failure in service, and take into account what redress people seek when they complain. An apology is often the most appropriate action, but other action may also be necessary in some circumstances.

Examples of remedies

- A full apology, explaining what happened and/or what went wrong
- Remedial action/repair, which may include a visit from a senior Technical Engineer
- Putting things right for example by an engineer returning to repair/replace
- Training or supervising staff; or a combination of both
- Refund or price reduction

Recording complaints

Complaint details, outcomes and actions taken are recorded and used for service improvement. We record all complaints we receive and collate data from them to help us understand the different types of problems and how we resolve them.

We value your feedback because it helps us:

- Continuously strive to improve our service and how we do things in the future
- become more customer focused

- be more transparent and accountable
- act fairly and responsibly

Contacting us

All complaints and requests for review under our complaints procedure should be sent as follows:

By post: **Ability (South UK) Ltd**
 80 London Road
 Southborough
 Kent
 TN4 0PP

By email: info@ability.uk.com

Telephone: 01892 514495

Quality of service

Quality of service is an important measure for our effectiveness. Learning from complaints helps us to improve and enables us to continue to maintain our values and standards.

We are genuinely interested in ideas you may have on how we might do things better. We would also like you to tell us when you think we do things particularly well.

You can write to us or email us with your feedback using the details under '**Contact Us**'.