

RS(P).26 Complaints & Compliments

Procedure

Applicable Company: Ring Stones Maintenance & Construction

Author: Office Manager

Version Number: 10

Signed Off By: Head of Compliance

Review Cycle: Bi-Annually

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Next Review Date: 11/12/2026



	Complaints & Compliments	RS(P).26.10
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Purpose	This procedure relates to the process of complaints and compliments received directly to Ring Stones.
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References		
RS(P).25	Customer Care	Way We Work > Document Hub > Ring Stones > Procedures
N/A	Complaints and Compliments Database	S:\Ringstones\Complaints and Compliments

Procedure		Action	Record
	<i>Definition: items that are to be logged as a complaint, including any incidents, are those instances where it is not clear that the instance has occurred as a direct result of the works, instances that arrive after works have been completed or where there is no clear indication of fault.</i> <i>The company can be notified of complaints and compliments via any means i.e. phone call, text, email, verbal etc.</i>		
1	<u>Customer Complaints (including incidents):</u> Incidents and complaints made by a Customer are to follow the process as depicted in clauses 19 - 20 in RS(P).25 Customer Care.		RS(P).25
2	<u>Complaints and Compliments in other areas of the business:</u> Official complaints relating to other areas of the business are to be forwarded to the relevant department to investigate within 24 hours. It is the responsibility of the person who initially receives the compliment or complaint to log the information on the database within 24 hours. The relevant department has two working days to acknowledge the complaint with the complainant and provide the complainant assurance that it is being looked into. The responsible department has a further 10 working days to consult with others, if necessary, in order for a resolution to be sought. The complainant is to be notified and the tracker updated.	Ring Stones personnel Ring Stones personnel Resp. Dept. Resp. Dept.	Complaints Database Complaints Database
3	All actions and outcomes resulting from official complaints are to be updated on the complaints database.	Appropriate Person	Complaints Database

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Procedure		Action	Record
4	Closures will be monitored on a monthly basis in line with the company KPIs.	Office Manager	
5	All complaints and compliments logged directly with Calico will follow Calico's procedure which can be found on the Way We Work Document Hub		

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