

Complaints Policy

Watkin Jones Group is committed to provide a quality service. We work in an open and accountable way that builds trust and respect with all of our stakeholders. By listening to complaints, we believe that we continue to improve our service by responding positively and putting mistakes right.

Our aim is to ensure that making a complaint is as easy as possible. We treat a complaint as a clear expression of dissatisfaction with our service, which calls for an immediate response.

The formal complaints procedure is intended to ensure that all complaints are handled fairly, consistently and wherever possible resolved to the complainant's satisfaction.

Our responsibility will be to:

- Acknowledge the formal complaint in writing;
- Respond within a stated time period;
- Deal reasonably and sensitively with the complaint;
- Take action where appropriate.

A complainant's responsibility will be to:

- Bring their complaint in writing, within 1 week of the issue arising;
- Explain the problem as clearly and as fully as possible, including any action taken to date;
- Allow Watkin Jones a reasonable timeframe to deal with the matter;
- Recognise that some circumstances may be beyond our control.

This policy will be reviewed annually in conjunction with the Chief Executive Officer.

Revised 2018

