

## COMPLAINTS POLICY

### 1. PURPOSE:

- 1.1. At JME Premium Ltd, we are committed to providing excellent service to our customers. We recognise that unfortunately things can occasionally go wrong or that your expectations are not always met. When this happens, we need to understand the difficulties faced so that we can:
  - 1.1.1. review our policies and acknowledge where improvement can be made;
  - 1.1.2. improve the standard of services we deliver;
  - 1.1.3. put things right when they have gone wrong;
  - 1.1.4. learn from our mistakes;
  - 1.1.5. where things are beyond our control – explain our remit, limitations and seek to improve our communication to set expectations appropriately.
- 1.2. This policy outlines our commitment to addressing and resolving customer complaints in a fair, transparent and timely manner and explains what you should do if you want to make a complaint because you are unhappy with the way that JME Premium Ltd has dealt with you or your situation. It also explains what we expect of you.
- 1.3. JME Premium Ltd views all complaints against the service as opportunities to learn and improve services, as well as a chance to put things right.
- 1.4. We will ensure our staff are equipped to deal with complaints efficiently and effectively and the lessons learnt from complaint investigation findings will be used to directly inform service improvements.

### 2. COMPLAINTS HANDLING PROCESS:

#### 2.1. Reporting a Complaint:

Before you make a formal complaint, contact the person or team dealing with you to discuss your concerns with them. They are often in the best position to understand your concerns and to explain what has happened. Most matters are resolved informally this way. If you're unable to resolve your concerns informally, you can raise a formal complaint against service if you feel that:

- 2.1.1. there were unreasonable delays on our part;
- 2.1.2. we have not followed our own policies or processes;
- 2.1.3. you feel that a member of staff has not acted appropriately.

Customers are encouraged to report any complaints as soon as possible. Complaints can be submitted via:

- 2.1.4. Phone: 01291 630572;
- 2.1.5. Email: [premium@jmeplumbing.co.uk](mailto:premium@jmeplumbing.co.uk) ;
- 2.1.6. Website contact form: <http://www.jmeplumbing.co.uk/contact/index.html>

#### 2.2. Acknowledgment:

If you contact JME Premium Ltd by email, letter, or phone call, we will aim to reply to you within five (5) working days. If we are not able to respond completely in this time, we will let you know when you can expect a full response. The acknowledgment will include details of the person handling the complaint and an estimated timeline for resolution.

#### 2.3. Investigation:

Our team will thoroughly investigate the complaint to understand the issues raised. This may involve gathering additional information from the customer, reviewing relevant documentation and consulting staff involved in performance of the service.

#### 2.4. Resolution:

We are committed to resolving complaints promptly. Once any investigation is complete, we will communicate, and provide the resolution to the customer within twenty eight (28) days. This may include:

- 2.4.1. offering a solution to address the complaint within twenty eight (28) days;
- 2.4.2. providing a clear explanation if the complaint is not upheld;
- 2.4.3. implementing corrective actions to prevent similar issues in the future.

2.5. Feedback and Follow-up:

We value customer feedback and will follow up with customers to ensure their satisfaction with the resolution. If additional steps are needed, we will outline the next course of action and provide a timeframe for completion.

2.6. Escalation Process:

If a customer is dissatisfied with how JME Premium Ltd have dealt with the complaint or the resolution provided, they may request further review by escalating the complaint. Escalations can be directed to the Managing Director, Mr. Jack Ellis.

2.7. Gas Work Concerns:

If you're concerned about gas work carried out at your property by a Gas Safe registered business or engineer, you can report the details to Gas Safe at <https://www.gassaferegister.co.uk/gas-safety/concerns-reporting-illegal-gas-work/report-gas-work-concerns/> or by phoning: 0800 408 5500.

2.8. How we deal with unreasonable behaviour:

We expect you to behave appropriately and treat our staff with courtesy and consideration as they carry out their work. If you do not act in a reasonable manner, it's likely to make it difficult for us to deal with your complaint or query effectively.

Some examples of behaviour we would consider unreasonable might be where you:

- 2.8.1. contact us repeatedly about the same or similar issues when we have already given you all the information we can;
- 2.8.2. make threats against our staff;
- 2.8.3. keep using rude or offensive language;
- 2.8.4. demand responses in an unreasonable time period;
- 2.8.5. refuse to accept that certain issues are not the responsibility of JME Premium Ltd or something we can deal with, for example in cases where you should contact another organisation;
- 2.8.6. make unjustified complaints about staff who are trying to deal with your complaint or query.

Any action we take will always be reasonable. Before we take any action, we will tell you that your conduct is a concern to us and why. This will give you the opportunity to change the behaviour.

**3. CONTINUOUS IMPROVEMENT:**

JME Premium Ltd is committed to continuous improvement. All complaints are documented and analysed to identify trends and areas for enhancement in our services. This information is used to implement changes and training which contribute to the overall improvement of customer satisfaction.

**4. ALTERNATIVE DISPUTE RESOLUTION:**

- 4.1. In the unlikely event the business is unable to resolve your complaint having exhausted the complaints procedure, it may be necessary to use another complaint service. Where the business cannot resolve the complaint to your satisfaction and/or agree to the final resolution requests confirmed to us; and both parties agree a 'deadlock' has been reached, you can then escalate your complaint.
- 4.2. Alternative dispute resolution is an optional process where an independent body considers the facts of a complaint and seeks to resolve it, without you having to go to court. You can submit a complaint for investigation to the Dispute Resolution Ombudsman through their website at [www.disputeresolutionombudsman.org](http://www.disputeresolutionombudsman.org). If you're not satisfied with the outcome you can still go to court.

**5. CONTACT INFORMATION:**

For any inquiries regarding our Complaints Policy, please contact: Sadie Ellis, Office Manager.

Information on how we will handle your personal information can be found in our Privacy Notice.