



# Complaints Policy

### Introduction

The foundation of our business is built on supporting the communities we operate within, delivering developments that we can all be proud of and that truly enhance the area. This is supported by providing an excellent customer service and maintaining a positive relationship with our clients and any residents directly affected by the works we undertake.

Our default position is to deliver our works with due consideration to all stakeholders and surrounding parties to try to ensure that these are carried out with the least feasible impact and completing our works to the highest construction standards, safely.

Unfortunately, on occasion verbal or written complaints may be made by the general public regarding either our staff or those associated with our works this policy outlines our procedures for dealing with them efficiently to ensure they are resolved as soon as possible.

This policy applies to everyone working on our sites and premises, it is the responsibility of all staff to ensure this policy is implemented correctly.

### Definition of a Complaint

Complaints are defined as an expression of dissatisfaction or grievance made to either Jarvis directly or through a person associated with the works, we undertake in relation to our business activities.

This includes, but is not limited to the following:

**Quality of Workmanship** – Following a defect being rectified by our Aftercare Department, the resident or client is not satisfied with the outcome.

### **SHEQ**

Due to the nature of the works, we undertake, complaints may be related to Health & Safety, Environment or the Quality of product we deliver, which we have extremely high standards for as a business.

- **Health & Safety**

In the event of an accident or "near miss" then this must be recorded in the Accident Book and reported on a H&S Incident Report and under RIDDOR regulations, where required to do so.

- **Environmental**

In the event of an environmental complaint, such as Noise Pollution, Dust & Dirt or any environmental concerns these will be dealt with and reviewed further as part of our quarterly site environmental inspections carried out by our SHEQ Department.

- **Quality**

Where a complaint is raised through our Aftercare process following the completion of a project this will be logged as part of the project's Aftercare Management process or in accordance with Contractual arrangements and reviewed internally. Trends within defects are reviewed by the department, Technical Quality Manager and the Senior Management Team and where regular occurrences are identified either via trade or subcontractor these will be escalated as appropriate by a Director.

**Property Damage** – Where a neighbouring property, vehicle or area in close proximity to our site is damaged due to insufficient care and attention being paid by either a Jarvis employee or our Supply Chain.

**Behavioural Conduct** – Where an individual is subject to bullying, harassment, violent conduct, discriminatory remarks or is discriminated against.

If this is received from an employee of Jarvis, this will be investigated internally by our Group HR Director in line with our internal policies.

Where a complaint is received from an employee of our Supply Chain, we will review the complaint and investigate further with their employer. We will expect them to take the appropriate action as required and follow their own internal processes.

### What isn't a Complaint

**Requests for defect rectification works** – These will be dealt with through the appropriate means established by our clients.

**Services which are outside of our remit** – For example, development scope, boundaries and specification.

**Timeframe** – Anything that happened more than six months ago, which was not reported at the time, unless this is related to Jarvis employee conduct which will be reviewed on a case-by-case basis by the Group HR Director.

### Handling your Complaint

- Upon an employee of Jarvis receiving a complaint, it will be issued to our SHEQ department for review. We will look to establish the preferred means of forward communication with the complainant and this will be observed.
- The SHEQ department will immediately assess the seriousness and nature of the complaint:
  - Is this the first contact, or one of a series of attempts made to notify the business regarding the same matter?
  - Is the complainant upset or just asking for some assistance?
  - Is the problem the responsibility of Jarvis?
  - Can the problem be rectified immediately - by the end of the following working day?
  - Is the problem more complex, needing more than one full working day to investigate and action or require further technical opinion, which may include external consultants?
- If the complaint is serious, raising a risk to site safety, the safety of the general public or damage to property we will prioritise this and attempt to deal with this as a business priority. All other complaints will be dealt with within 5 working days.
- The complaint will be logged on our internal Continual Improvement Log – SHE-MS-005, outlining the following:
  - The date the complaint was raised,
  - Who it was raised by and their contact details,
  - If applicable, the relevant project it relates to.
  - How the complaint was received – Telephone, Email, Verbally or through Social Media.
  - The nature of the complaint.
- The SHEQ Department, having assessed the nature of the complaint, will decide on the course of action i.e.
  - Deal with the matter immediately.
  - Advise the customer politely that the problem is not the responsibility of Jarvis.
  - If the problem is the responsibility of Jarvis, the nature of the matter may make it necessary to consult another member of staff who can deal with it immediately.
  - Refer onto another member of staff who will need more than one full working day to resolve the matter.

- Whilst our Investigation is being undertaken, either the Contracts Manager or Aftercare Department, depending on the stage of the project, will contact the complainant to confirm receipt of their complaint, and advise them that it is being dealt with in line with our Complaints Policy.
- After this, we will contact the Complainant with the action taken either by email or letter.
- If the complainant is satisfied with the action taken, the Continual Improvement Log will be updated and item closed out. If the complainant is not satisfied, please see Escalation & Appeals.

### **Escalation and Appeals**

Jarvis' ultimate aim is to professionally review and resolve all complaints as amicably and swiftly as possible and we will use all reasonable endeavours to do so. Should you be unhappy with the resolution of the matter as set out in our Investigation, you will have the opportunity to escalate the complaint to a Director as set out in the relevant response along with all relevant supporting information. We will endeavour to review this within 28 calendar days of receipt of the first appeals communication and the findings of this process will be final. Matters may not be escalated until each investigation stage is concluded.

### **Personal Information & GDPR**

During the course of our investigations, it will be likely that Jarvis will request personal contact information and details surrounding the matter, which may be considered private. This information will not be passed to external parties without your permission, possibly with the exception on making arrangements to inspect or remedy the matter of complaint. Any personal data will be retained in accordance with General Data Protection Regulation (GDPR) which is a legal framework to protect your personal information.

Any public communications received via Social Media will be considered to be public communication and not subject to GDPR although Jarvis will not openly publish private or personal information unless previously posted by the complainant.