

---

## COMPLAINTS POLICY

Artic Building Services works diligently to ensure that all issues relating to the service provided by the Company is dealt with in a professional manner and to a satisfactory conclusion at all times.

Detailed below are the required steps to be undertaken by our Customer Services when a service issue is raised:

1. Initial conversation with the client in relation to a service issue our Customer Services will detail the following required information:

Name of client and contact

Day and time of call

Project reference or name

Details on nature of the service issue

This information is entered on the Customer Services database.

2. A follow up call will be made by either the clients Account Manager or by our Service Manager direct to the client to discuss in greater detail the service issue. This call back will be made within a two hour period of the initial call to Customer Services. Every effort will be made to adhere to the two hour call back policy.
3. A full investigation is immediately implemented. We undertake to investigate all service issues in a correct and professional manner at all times.
4. To resolve a service issue where it is deemed necessary to action additional work, a full timetable of the scope of work will be forwarded to the client prior to commencement for approval and signing off. Every effort will be made to adhere to the timetable at all times and to resolve the service issue to a satisfactory conclusion.
5. Within a forty eight hour period of the completion of any additional work a follow up call will be made by our Service Manager to the client to ensure that they are fully satisfied that the service issue has been resolved to a satisfactory and professional conclusion.
6. Our Service Manager will complete a signing off report which in turn is entered on to our Customer Service database for future reference and management information reporting.
7. If a service issue is not resolved to the satisfaction of the client, Artic Building Service will actively encourage the client to report the issue to a trade association for mediation and assistance.