



Company Complaints Policy Document

J. Allsopp & Sons Limited TA J&S Heating takes all complaints extremely seriously and aims to resolve them amicably as quickly as possible.

Definition of a complaint

A complaint is when a client or the client's resident feels aggrieved and is unhappy with the manner in which the service has been delivered, or with the quality of the product (materials and/or workmanship) or in the manner that they have been treated by the Company's staff and/or operatives or representatives including any specialist sub-contractor.

The Company will work closely with the client to manage and resolve any and all complaints quickly and effectively and to ensure that the reputation of both the client and the Company are not compromised. It is important that in managing any complaint that precedents are not set that would disadvantage the client and therefore any settlement of a monetary nature must be within the guidelines of the client.

When a complaint is received it should immediately be acknowledged either in writing or by a visit by a representative of the Company authorised to manage complaints. A receipt or an acknowledgement of the complaint in writing should be given to the complainant for their records. A record of all complaints shall be kept and made available to the Client for their Key Performance Indicators (KPIs') on a monthly basis or at such intervals as shall be required.

Minor complaints and complaints easy to resolve

Where the complaint can be resolved immediately by correcting an element of work, or replacing of a low-value item that has been inadvertently damaged then the person visiting or managing the complaint on behalf of the Company is authorised to take such action.

Major or more serious complaints

In the unlikely event that there is a more serious complaint against the Company then the Company shall immediately inform the client and seek guidance on how it would like to resolve the complaint in line with the client's policy.



Should such a complaint allege any improper behaviour of any person in the employ of the Company or its specialists sub-contractor, then the person(s) to whom the allegation is made shall be temporary removed from that element of the works in order to protect the integrity of all parties including both the person(s) making the allegation and the person(s) to whom the allegation is about, albeit at that point such allegations remain unproven until fully investigated.

The views of the client in managing more serious complaints shall be considered and full co-operation shall be given in ensuring a satisfactory outcome is achieved quickly and efficiently. Where legal advice should be required then the Company's legal advisors shall be consulted.

Suspension of an individual

Where an individual(s) in the employ of the Company (or its sub-contractor) needs to be suspended pending a full and impartial investigation, then that person shall be entitled to full pay in accordance with their terms and condition of employment until any case has been found against such person. Such suspension does not and shall not imply in any way any admission of wrongdoing against the individual or the Company.

Annual review

The Complaints Policy shall be reviewed annually in line with this policy to ensure it is meaningful and pro-active.

A handwritten signature in black ink, appearing to read 'John Allsopp', is written over a horizontal line.

John Allsopp

Managing Director

Revised February 2025

