



J. SHIPLEY & CO HEATING LTD



We always endeavour to provide the best service and products for our customers. However, on rare occasions, we recognise that there may be times where our customers may not be completely satisfied.

To ensure we are able to put things right as soon as we can, please read our complaints procedure below and we will respond promptly to ensure complete satisfaction.

As soon as possible after the completion of the works, please inspect the work to ensure everything has been carried out to our usual high standards.

In the unlikely event there is anything you are not completely satisfied with, please contact us as soon as you can in order that we can rectify any problems as soon as possible.

Complaints Policy of J Shipley & Co Heating Ltd

J Shipley & Co views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person that has made the complaint.

Our policy is:

- To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint
- To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint
- To make sure everyone at J Shipley & Co Heating Ltd knows what to do if a complaint is received
- To make sure all complaints are investigated fairly and in a timely way
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired
- To gather information which helps us to improve what we do



Tel: 0191 4552138

Fax: 0191 4271491

Website: www.shipley-heating.co.uk

Email: info@shipley-heating.co.uk





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Definition of a Complaint

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of J. Shipley & Co Heating Ltd.

Where Complaints Come From

Complaints may come from any person or organisation who has a legitimate interest in J Shipley & Co Heating Ltd.

A complaint can be received verbally, by phone, by email or in writing.

Confidentiality

All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

Responsibility

Overall responsibility for this policy and its implementation lies with the managers of J Shipley & Co Heating Ltd

Publicised Contact Details for Complaints:

Written complaints may be sent to J Shipley & Co Heating Ltd at 59 Dean Road, South Shields, Tyne & Wear, NE33 4AS

or by e-mail at info@shipley-heating.co.uk

Verbal complaints may be made by phone to 0191 4552138

or in person at 59 Dean Road, South Shields, Tyne & Wear, NE33 4AS

Receiving Complaints

Complaints received by telephone or in person need to be recorded.

The person who receives a phone or in person complaint should:

- Write down the facts of the complaint
- Take the complainant's name, address and telephone number
- Tell the complainant that we have a complaints procedure
- Tell the complainant what will happen next and how long it will take
- Where appropriate, ask the complainant to send a written account by post or by email so that the complaint is recorded in the complainant's own words.
- For further guidelines about handling verbal complaints, see **Appendix 1**



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Resolving Complaints

Stage One

In many cases, a complaint is best resolved by the person responsible for the issue being complained about. If the complaint has been received by that person, they may be able to resolve it swiftly and should do so if possible and appropriate.

Whether or not the complaint has been resolved, the complaint information should be passed to or office manager by the end of that day.

If the complaint is a service or breakdown issue:

On receiving the complaint it should be recorded on a message card & recorded in the complaints log. The card is then attached to the message board. The issue is then delegated to the next engineer on emergency call to investigate it and to take appropriate action. The complaints log needs to record the attending engineers' name. Once the issue is resolved the information will be recoded on the customer history & the complaints log needs to be amended.

If the complaint relates to a specific person;

That person should be informed and given a fair opportunity to respond.

Complaints should be acknowledged by the person handling the complaint within a week. The acknowledgement should say who is dealing with the complaint and when the person complaining can expect a reply. A copy of this complaints procedure should be attached.

Ideally complainants should receive a definitive reply within two weeks. If this is not possible because for example, an investigation has not been fully completed, a progress report should be sent with an indication of when a full reply will be given.

Whether the complaint is justified or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.

Stage Two

If the complainant feels that the problem has not been satisfactorily resolved at Stage One, they can request that the complaint is reviewed at management level. At this stage, the complaint will be passed to the Admin Manager.

The request for management review should be acknowledged within a week of receiving it. The acknowledgement should say who will deal with the case and when the complainant can expect a reply.

The Admin Manager may investigate the facts of the case themselves or delegate a suitably senior person to do so. This may involve reviewing the paperwork of the case and speaking with the person who dealt with the complaint at Stage One.



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If the complaint relates to a specific person, they should be informed and given a further opportunity to respond.

The person who dealt with the original complaint at Stage One should be kept informed of what is happening.

Ideally complainants should receive a definitive reply within four weeks. If this is not possible because for example, an investigation has not been fully completed, a progress report should be sent with an indication of when a full reply will be given.

Whether the complaint is upheld or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.

The decision taken at this stage is final, unless the Management decides it is appropriate to seek external assistance with resolution.

External Stage

The complainant can complain to the Local Ombudsman Services. As an independent and impartial organisation, Ombudsman Services is there to facilitate dispute resolutions

Variation of the Complaints Procedure

The management may vary the procedure for good reason. This may be necessary to avoid a conflict of interest, for example, a complaint about the Admin Manager should not also have the Admin Manager as the person leading a Stage Two review.

Which? Trusted Trader

Where we cannot resolve any complaints using our own complaints procedure, as a Which? Trusted trader we use Dispute Resolution Ombudsman for dispute resolution. In the unlikely event of a complaint arising and you wish to refer the complaint to them please contact them on 0117 456 6031 or via their website <http://www.disputeresolutionombudsman.org/which-trusted-traders-partnership/>

Monitoring and Learning from Complaints

Complaints are reviewed annually to identify any trends which may indicate a need to take further action.



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Appendix 1 - Practical Guidance for Handling Verbal Complaints

- Remain calm and respectful throughout the conversation
- Listen - allow the person to talk about the complaint in their own words.
- Sometimes a person just wants to "let off steam"
- Don't debate the facts in the first instance, especially if the person is angry
- Show an interest in what is being said
- Obtain details about the complaint before any personal details
- Ask for clarification wherever necessary
- Show that you have understood the complaint by reflecting back what you have noted down
- Acknowledge the person's feelings (even if you feel that they are being unreasonable) - you can do this without making a comment on the complaint itself or making any admission of fault on behalf of the organisation
e.g "I understand that this situation is frustrating for you"
- If you feel that an apology is deserved for something that was the responsibility of your organisation, then apologise
- Ask the person what they would like done to resolve the issue
- Be clear about what you can do, how long it will take and what it will involve.
- Don't promise things you can't deliver
- Give clear and valid reasons why requests cannot be met
- Make sure that the person understands what they have been told
- Wherever appropriate, inform the person about the available avenues of review or appeal



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