

COMPLAINTS POLICY STATEMENT

Allied Infrastructure Management Ltd (The Company) is a multi-disciplined specialist maintenance, repair and drilling/sawing contractor. The Company carries out Civil Engineering and other Contract Works. This may include works within the Airfield, Highway, Utility and Defence sectors and in a number of Private and Public Sectors.

The Company views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person or the Company 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
- Publicise the existence of our complaints procedure so that people know how to contact us to make a complaint

Our policy is to make sure everyone at The Company knows:

- What to do if a complaint is received
- To make sure all complaints are investigated fairly and in a timely manner
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired
- To gather information which helps us to improve in what we do

Definition of a Complaint

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of The Company.

Where Complaints Come From

Complaints may come from any person or organisation having a legitimate interest in The Company. A complaint can be received verbally, by phone, by email or in writing. The details of the person raising the complaint should be obtained if possible and forwarded with the details of the complaint to the Head of Quality & Business Support.

This policy does not cover complaints from staff. Staff should refer to The Company's Discipline and Grievance policy.

Confidentiality

All complaints information will be handled sensitively and confidentially, involving only those who need to be aware and following all relevant data protection requirements.

Responsibility

Overall responsibility for this policy and its implementation lies with the Operations Director.

This Policy Statement will be posted at all Company Sites and Offices, and will be available for public access via the Company website.

The Company Complaints Policy will be reviewed annually by Senior Management.



Rob Brown
Operations Director

Date: 7th November 2017

Allied Infrastructure Management Ltd
Unit A6 Walter Leigh Way Moss Industrial Estate
Leigh Greater Manchester WN7 3PT
T 01942 673066 F 01942 679066
www.alliedinfrastructure.co.uk