



Airborne Environmental Consultants Ltd

Complaints policy statement

Our commitment

Airborne Environmental Consultants Limited are committed to listening to our customers' comments and complaints regarding our services with the aim of resolving any issues as well as improving the quality of our service.

We will show this commitment by ensuring our complaints process is:

- Easy to understand, clear and simple.
- Responsive to the reasonable needs of complainants.
- Prompt, with established time limits for action, and keeping people informed of progress, especially when investigations take longer than expected.
- Fair, with an opportunity for a full and impartial investigation.
- Proportionate to the matters complained about.
- Informative, by using lessons learnt from complaints to improve our services and by monitoring the results of such changes for effectiveness.
- Reviewed by the Technical Director on an annual basis.

When we respond to complaints, customers can expect us to:

- Take their concerns seriously.
- Provide the name of the member of staff responsible for dealing with the complaint at each stage of the process.
- Be factually correct.
- Deal with their complaint promptly.
- Answer all their points of concern.
- Provide reasons for the decision reached on a complaint.
- Explain the appeals process (2nd stage complaint) if the customer is still dissatisfied.

Our complaints process will be:

- Frank, open and impartial, avoiding any bias in favour of any party.
- Thorough, finding out the relevant facts, taking views from people involved on both sides of the complaint and verifying explanations where possible.
- Non-discriminatory, those who make a complaint can be assured that they will not be subjected to discrimination as a result of complaining.

Who does this policy apply to?

The policy applies to all those we serve or have dealings with. These include members of the public, commercial organisations and government bodies. It also applies to sub-contractors, suppliers and any other individual or organisation that has business with our company.

What is a complaint?

We define a complaint as an expression of dissatisfaction with our service, no matter how expressed and whether justified or not, that requires a response or further action on the part of our company.

Upon receipt, complaints will initially be evaluated and categorised as either meeting the above definition, or as a technical query regarding any service output from AEC.

How can our customers comment or complain?

We welcome views on our service and will respond to comments, queries and complaints, however presented, whether in person, in writing, by telephone or email.

We provide the opportunity to our customers to provide feedback on our services at any point during our interaction with them by providing contact details and access to satisfaction surveys.

Our complaints procedure also forms part of all our marketing material and contractual documentation.

Our complaint handling procedure

Our aim is to resolve complaints as soon as we are aware of them, and this means that the member of staff who first deals with a complaint is responsible for resolving the problem personally if it is within their area of responsibility, ensuring that the Quality manager and Technical director are kept fully informed for monitoring and recording purposes. Where this is not possible, the Quality manager or Technical director will assign complaint investigation and resolution to another member of staff, ensuring that they are aware of their responsibility to deal with the complaint.

In cases where the complaint is categorised as a technical query, this will be passed onto a relevant technical person to answer the query, and this action notified internally to the Technical director and Quality manager in case this later becomes a formal complaint and subject to the full complaints procedure.

Receiving a complaint

The initial recipient, or the person subsequently assigned to handle the complaint, will acknowledge receipt of a complaint within two working days (the day the complaint is received being Day 0). Our acknowledgement of the receipt of a complaint will include providing the customer with our complaints handling procedure. We will usually respond in writing, sometimes to confirm information given in a telephone call but also to let the customer know who will deal with the complaint. If they think that a meeting or a telephone call may help to resolve the complaint, they will offer that option.

A full response will normally be sent to the complainant within ten working days.

Where a complaint is received in relation to an AEC sub-contractor/supplier, we will obtain all necessary information from the sub-contractor/supplier before response, potentially extending the period prior to a full response being released. In these instances, the customer will be kept aware of complaint progress.

If a complaint requires us to implement another policy (such as a disciplinary policy) as part of the investigation, we will write to let the complainant know that this is happening, and how long it is likely to take. In situations where the process is lengthy, we will keep them informed of progress at least once every four weeks.

If the complainant is dissatisfied with our response, they can, within 14 days from the date of our final response to their complaint, ask for an appeal (2nd stage complaint) investigation.

We will always cooperate with any investigation carried out by the HSE or relevant accrediting body and use reasonable endeavours to ensure that our subcontractors and agents do likewise.

Feedback

We welcome any comments on the fairness and efficiency of the complaints procedures and the effectiveness of our replies to complaints. We will encourage people who have made a complaint to complete our customer feedback questionnaires. We will take account of all feedback in annual reviews of our procedures and quality systems.

Confidentiality

We respect the need for confidentiality when a complaint is made, both for the complainant and for members of staff who have a complaint made against them. We aim to investigate complaints with sensitivity, preserve confidentiality, and to share information only when it is a necessary part of the investigation. When storing and sharing customer data, we will act at all times in accordance with our Data Protection policy.

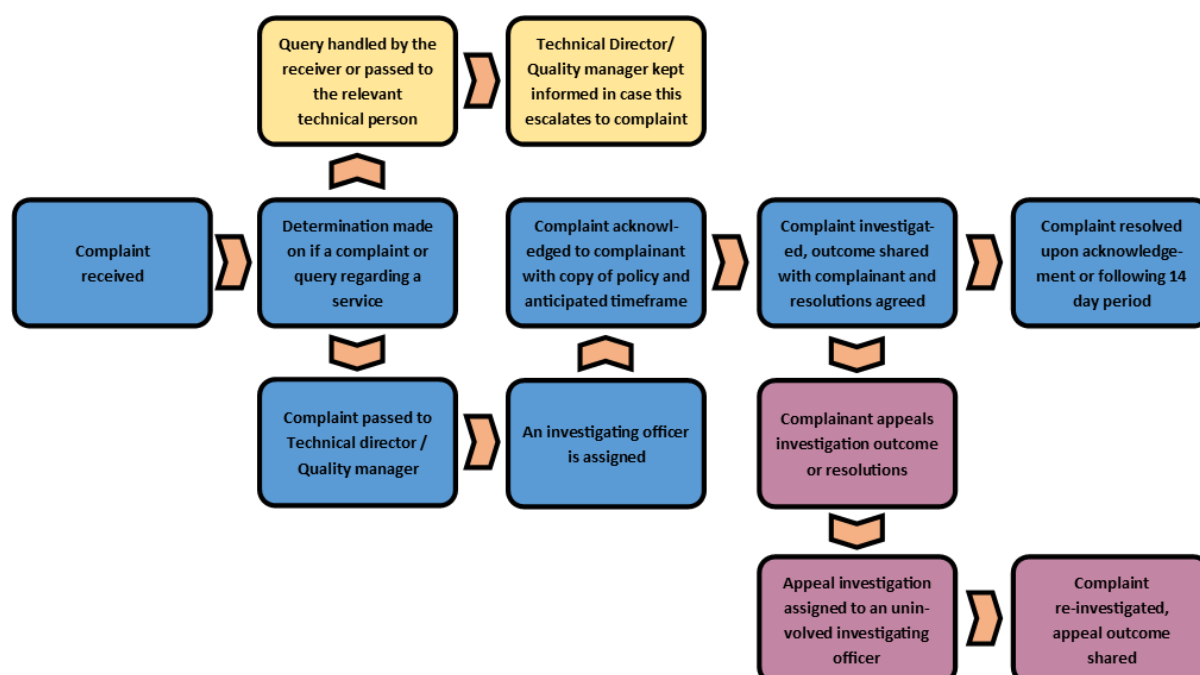
Staff training

Receiving and responding to comments and complaints about our service is an integral part of providing great service. We will train our staff in our complaints procedures and ensure they understand the value of comments and complaints, so that they can carry out their roles and responsibilities with confidence.

Policy for dealing with unreasonably persistent enquiries

Our staff will treat people in a courteous, fair, and proportionate manner and we expect similar courtesy and reasonable behaviour in return. Very occasionally, we will refuse to respond to a complaint. This will only happen if the person making the complaint is insulting or abusive towards our staff or if they refuse to accept that their complaint has been dealt with despite a thorough investigation on our part. We will only do this where it is absolutely necessary, and we will write to the person concerned to explain why we believe this to be the case.

Complaint process flowchart



Policy review

This policy is reviewed annually has been adopted by the AEC director and management team.

Director signature:

A handwritten signature in black ink, consisting of stylized, cursive letters that appear to be 'JL'.

Last review date: 01.07.23