



# COMPLAINTS POLICY

HSQC Z Drive	PO 006: Complaints Policy	Reviewed: 13/03/2023
	Prepared By HSQC Department	Next Review: 31/03/2024
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## COMPLAINTS POLICY

CC Cousins Ltd (The Company) will always endeavour to ensure that any complaints received are handled in an exemplary manner without the need to submit formal complaints.

The Company policy is to welcome complaints and look upon them as an opportunity to learn, improve and provide a better service to its clients.

In the event of any formal complaint or grievance regarding company staff or the standards of work carried out. All matters should firstly be raised with the supervisory staff on site, who will in turn report this to the Company Head Office directly, in order to give them the opportunity to rectify any alleged fault, defects or deviations from current acceptable standards.

In the event of a company of any other nature the complaint is to be reported to the Company Head Office directly on 01634 715 735 or via e-mail to [helpdesk@cc-cousins.co.uk](mailto:helpdesk@cc-cousins.co.uk), where the complaint will be reviewed by our Human Resources Department or Client Relations Managers.

CC Cousins Ltd will contact any involved parties and aim to return a first courtesy response within 24hrs.

CC Cousins Ltd will log all complaints and fully investigate them and take necessary action to resolve the issue within a reasonable and satisfactory time frame.



Keith Alflatt  
Joint Managing Director



Mark Alflatt  
Joint Managing Director



Paul Crookes  
Director



David Saunders  
Director



Jack Parker  
Director

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