



## COMPLAINTS POLICY

This document provides guidelines for resolution and the treatment of complaints made by our customers. Each Employee / Sub-contractor is responsible for reviewing the elements of the policy below. Also, Employee / Sub-Contractor's signature is required to confirm the reading of the company policy.

### 1. POLICY STATEMENT

At Hydro-techs Services Ltd, we are committed to providing a quality service and believe that if a customer wishes to file a complaint or express dissatisfaction, it should be easy for them to do so. It is Hydro-Techs Services Ltds policy to receive complaints and consider them as an opportunity to learn, adapt, improve and provide a better service.

In addition, a quick resolution of complaint, in a way that respects and values the person feedback, can be one of the most important factors in recovering the persons confidence about a service offered by our company. It can also help prevent further escalation of the complaint. A responsive, efficient and fair complaint management system can assist a company to achieve this.

The purpose of this policy is to ensure that complaints are handled properly and that all customer complaints or comments are taken seriously. The company expects staff at all levels to be committed to fair, effective and efficient complaint handling.

### 2. PURPOSE

This policy is intended to ensure that Hydro-techs Services Ltd handle complaints fairly, efficiently and effectively. The company's objective is to ensure that its complaints procedure is properly and effectively implemented, and that complainants feel confident that their complaints and worries are listened to and acted upon promptly and equitably.

Our complaints management system aims to:

- Allow us to respond to questions raised by people who file complaints in a timely and cost-effective manner
- Increase customer confidence in our administrative process, and
- Provide information that we can use to improve the quality of our services, personnel and complaint handling.
- Allow us to respond in the correct way – for example, with an explanation, or an apology where we may have got things wrong, or information on any action taken etc.
- Encourage growth by learning by our mistakes and use them to improve our quality of service and review our policy and procedures annually.

This policy provided guidance for our staff and to individuals who wish to file a complaint about the key principles and concepts of our complaint management system.

### 3. SCOPE

This policy applies to all staff receiving or managing complaints from customer made to or about us regarding our services, staff and complaint handling.

### 4. WHAT IS A COMPLAINT ?

A complaint is an expression of dissatisfaction about the services offered by Hydro-Techs Services Ltd or its staff, or the action or lack of action taken regarding operations, facilities or services provided by Hydro-Techs Services Ltd or by a person or body acting on behalf of Hydro-techs Services Ltd.

**A formal complaint** means a complaint that has not been successfully resolved through the complaint Management Process as outlined in this policy. The complainant has chosen to formalise the complaint by completing a “**Complaint follow up form**”.

**An informal complaint** means a complaint that has been received by Hydro-Techs Services Ltd, by telephone, email, regular mail or in person, which has not been submitted on a Complaint follow up form.

All non-anonymous complaints filed necessitate a response.

### 5. COMPLAINT MANAGEMENT SYSTEM PROCEDURES

#### (i) Stage 1 - Oral Complaints

- Hydro-Techs Services Ltd staff who receive a verbal complaint should try to resolve the issue immediately if possible. If staff cannot resolve the problem immediately, they should offer to refer it to the Compliance Manager ([administration@hydro-techs.co.uk](mailto:administration@hydro-techs.co.uk)) for a resolution. The Compliance Manager will in turn forward the complaint to the appropriate Complaint Manager for that specific department. The designated Complaints Manager will then be the named person who deals with the complaint through the process. When staff or Managers receive an oral complaint, both should listen sincerely to the concerns raised by the complainant. Any contact with the complainant must be polite, courteous and sympathetic. At all times staff and Managers must remain calm and respectful.
- After discussing the problem, each Manager or staff member handling the complaint should suggest an action plan to resolve the complaint. If this action plan is acceptable, the staff member should clarify the agreement with that complainant and agree on a way in which the results of the complaint will be communicated to the complainant. (i.e by another meeting or letter).
- If the proposed action plan is not acceptable to the complainant, the staff member or Department Manager should ask the complainant to make his or her complaint in writing to: Hydro-Techs Services Ltd and **provide a copy of the below [stage 1 – complaints / suggestion form](#)**.

- In both situations, details of the complaint should be recorded on the form and in the company complaint log.

**(ii) Stage 2 - Written complaints**

- When a complaint is received in writing:
- **In the first instance:** The Compliance Manager will email a secondary form to be completed by the Complainant which is more detailed. **Document Reference # [Complaint Follow up Form\\_ Version 1\\_ SB\\_28.01.2025](#)**
- This form will be **forwarded by the Compliance Manager onto The Director of Operations**. It will be logged in the company's Complaints Register and an acknowledgement email will be sent from the Director of Operations within seven working days in order to establish a relationship of confidence with the person who filed the complaint.
- If necessary, further clarification should be obtained from the complainant. If the complaint is not made by the customer but on its behalf, the customer's consent, in writing must be obtained in advance from the Customer.
- After receiving the complaint letter, a copy of the complaint procedure must be given to the customer. Clearly explain to the complainant the complaint process, the time it can take and realistic expectations.
- Immediately on receipt of the complaint, Hydro-Techs Services Ltd will launch an investigation and within seven days should be in a position to provide a full explanation to the complainant, either in writing or by arranging a meeting with the individuals concerned.

**(iii) Stage 3 – Appeals/ Final Decision**

- If a complainant is not satisfied with the action plan suggested following the formal complaint investigation, the Board of Directors will be convened and they may wish to carry out further interviews, examine files and notes. Their decision will be final, and it will be acknowledged in writing within 30 days of the initial complaint.

## **6. RESPONSIBILITIES**

**Hydro-Techs Services Ltd take responsibility to:**

- Acknowledge the formal complaint in writing
- Respond within a stated period of time
- Deal reasonably and sensitively with the complaint; and
- Take action where appropriate.

**A Complainant's responsibility is to:**

- Bring their complaint, in writing, to Hydro-Techs's attention immediately or within 7 days of the issue arising
- Raise concerns promptly and directly with a member of staff at Hydro-Techs Services Ltd
- Explain the problem as clearly and as fully as possible, including any action taken to date.
- Allow Hydro-Techs Services Ltd a reasonable time to deal with the matter, and
- Recognise that some circumstances may be beyond Hydro-Techs's control.

**7. CONFIDENTIALITY**

Except in exceptional circumstances, every attempt will be made to ensure that both the complainant and Hydro-Techs Services Ltd maintain confidentiality. However, the circumstances giving rise to the complaint may be such that it may not be possible to maintain confidentiality (with each complaint judged on its own facts). Should this be the case, the situation will be explained to the complainant.

**Signed For and on Behalf of Hydro-Techs Services Ltd.**

Samantha Bonde - Compliance Manager



**DATE: 10/03/2025**

REVIEWED ANNUALLY



## **STAGE 1 – COMPLAINTS / SUGGESTION FORM**

You may use this form to make a suggestion or to make a complaint about Hydro-Techs Services Ltd.

We would like you to return this form as soon as possible to:

[administration@hydro-techs.co.uk](mailto:administration@hydro-techs.co.uk)

Your Name .....

Address .....

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Telephone .....

Email address.....

Date of incident.....

Approximate time of incident.....

Location of Incident .....

**Suggestion / Complaint**

**What action would you like to be taken?**

**What times are convenient for you to have an appointment to discuss this?**

