

Tradeslink Asbestos Services Limited

Complaints Policy and Procedures

Complaints Policy

Tradeslink Asbestos Services Ltd is committed to providing a high level service to our customers. If you do not receive satisfaction from us, we need you to tell us about it. This will help us to improve our standards.

Complaints Procedure

If you have a complaint, please contact the head office by phone (01663 761 901) in the first instance so that we can try to resolve your complaint informally.

At this stage, if you are not satisfied please contact Clare Green. You can write to her at: P.O Box 17, Disley, Cheshire, SK12 2FJ.

Next steps:

1. We will send you a letter acknowledging your complaint and asking you to confirm or explain the details set out. We will also inform you of the name of the person who will be dealing with your complaint. You can expect to receive our letter within 5 days of Tradeslink receiving your complaint.
2. We will record your complaint in our central register within a day of receipt.
3. We will acknowledge your reply to confirm what will happen next. You can expect to receive our acknowledgement letter within 5 days of your reply.
4. We will then start to investigate your complaint. This will normally involve the following steps:
 - We may ask the member of staff who dealt with you to reply to your complaint within 5 days of our request.
 - We will then examine the member of staff's reply and the information you have provided for us. If necessary we may ask you to speak to them. This will take up to 4 days from receiving their reply.
5. Clare Green will then invite you to a meeting to discuss and hopefully resolve your complaint. She will do this within 5 days of the end of our investigation.



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6. Within 2 days of the meeting, Clare Green will write to you to confirm what took place and any solutions she has agreed with you.
7. If you do not want a meeting or it is not possible, Clare Green will send you a detailed reply to your complaint. This will include her suggestions for resolving the matter. She will do this within 5 days of completing her investigation.

At this stage, if you are still not satisfied you can write to us again. Another Director of the company will review Clare Green's decision within 10 days

8. We will let you know of the outcome of this review within 5 days of the end of the review. We will write to you confirming our final position on your complaint and explaining our reasons. If you are still not satisfied, you can contact the Employment Agencies Standards Inspectorate at the Department for Business Innovation and Skills.

If we have to change any of the time scales above, we will let you know and explain why.

Note: In any event, we will comply with any statutory procedures that may relate to your complaint.

The Parties understand and agree to this complaint procedure. (If no reply is received within 48 hours, or the engagement of a temporary operative has already taken place, this complaint procedure is deemed to be accepted by you, the Client).

Tradeslink:

Signed..... Date.....

Company:

Signed..... Date.....

