

## COMPLAINTS PROCEDURE

Magic Man Limited 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 organisation 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;
- To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint;
- To make sure everyone at Magic Man Limited knows what to do if a complaint is received;
- To make sure all complaints are investigated fairly and in a timely way;
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired; and
- To gather information which helps us to improve what we do

### Definition of a Complaint

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of the service provided by Magic Man Limited.

### Where Complaints Come From

Complaints may come from any person or organisation who has used Magic Man Limited's service. A complaint can be received verbally, by phone, or by email. This policy does not cover complaints from staff, who should use Magic Man Limited's Discipline and Grievance policies.

### Confidentiality

All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

### Responsibility

In the first instance, please contact our Customer Care Team [customercare@magicman.co.uk](mailto:customercare@magicman.co.uk), who will investigate your complaint and respond to you within 7 days with an update on the progress of your complaint or, the outcome of the investigation. If you are not happy with the resolution provided, please write to Nicola Wood, Operations Co-Ordinator, who has overall responsibility for this policy and its implementation. Written complaints may be sent to Magic Man Limited at Gordon House, 15 Gordon Road, Portslade, BN41 1GL or by e-mail to [nicola.wood@magicman.co.uk](mailto:nicola.wood@magicman.co.uk). Verbal complaints may be made by phone to 0345 4591010 or in person to any of Magic Man Limited's office staff or site staff.

Prepared By Karla Swain	Reviewed By Martyn Howells	Approved By Mark Henderson	Issue: 3 Rev 01 November 2017
----------------------------	-------------------------------	-------------------------------	----------------------------------

## Receiving Complaints

Complaints may arrive through channels publicised for that purpose or through any other contact details or opportunities the complainant may have. Complaints received by telephone or in person need to be recorded.

The person who receives the complaint will:

- Write down the facts of the complaint and request photographs if the complaint is in relation to workmanship
  - Take the complainant's name, address and telephone number
  - Note down the relationship of the complainant to Magic Man Limited
  - Tell the complainant that we have a complaints procedure
  - Tell the complainant what will happen next and how long it will take
  - Where appropriate, ask the complainant to send a written account by post or by email so that the complaint is recorded in the complainant's own words.
- If the complaint is in relation to a warranty, photographs will be required.

## Resolving Complaints

### Stage One

In many cases, a complaint is best resolved by the person responsible for the issue being complained about. If the complaint has been received by that person, they may be able to resolve it swiftly and should do so if possible and appropriate. Whether or not the complaint has been resolved, the complaint information should be passed to the Customer Care Team within one week.

On receiving the complaint, the Customer Care Team records it in the Incident Log. If it has not already been resolved, they will investigate it and to take appropriate action. If the complaint relates to a specific person, they should be informed and given a fair opportunity to respond. If the complaint is in relation to workmanship, photographs are passed to our Technical Team for review.

Complaints should be acknowledged by the person handling the complaint within a week. The acknowledgement should say who is dealing with the complaint and when the person complaining can expect a reply. A copy of this complaints procedure should be attached. Ideally complainants should receive a definitive reply within four weeks. If this is not possible because for example, an investigation has not been fully completed, a progress report should be sent with an indication of when a full reply will be given.

Whether the complaint is justified or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.

For workmanship complaints, if for whatever reason you are unable to provide photographs of the failed repair we can offer a chargeable inspection visit which will be refunded should the works be found to be defective.

<b>Prepared By</b> Karla Swain	<b>Reviewed By</b> Martyn Howells	<b>Approved By</b> Mark Henderson	<b>Issue: 3 Rev 01</b> November 2017
-----------------------------------	--------------------------------------	--------------------------------------	---

Part of our warranty process involves reattendance any refusal to allow access may invalidate your warranty.

### **Stage Two**

If the complainant feels that the problem has not been satisfactorily resolved at Stage One, they can request that the complaint is reviewed at Board level. At this stage, the complaint will be passed to Martyn Howells, Chief Operating Officer.

The request for Board level review should be acknowledged within a week of receiving it. The acknowledgement should say who will deal with the case and when the complainant can expect a reply. Martyn Howells may investigate the facts of the case himself or delegate a suitably senior person to do so. This may involve reviewing the paperwork of the case and speaking with the person who dealt with the complaint at Stage One. If the complaint relates to a specific person, they should be informed and given a further opportunity to respond. The person who dealt with the original complaint at Stage One should be kept informed of what is happening. Ideally complainants should receive a definitive reply within four weeks. If this is not possible because for example, an investigation has not been fully completed, a progress report should be sent with an indication of when a full reply will be given.

Whether the complaint is upheld or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.

The decision taken at this stage is final.

### **Variation of the Complaints Procedure**

The Board may vary the procedure for good reason. This may be necessary to avoid a conflict of interest, for example, a complaint about the Chair should not also have the Chair as the person leading a Stage Two review.

### **Monitoring and Learning from Complaints**

Complaints are reviewed annually to identify any trends which may indicate a need to take further action.

### **Review**

This policy is reviewed regularly and updated as required

<b>Prepared By</b> Karla Swain	<b>Reviewed By</b> Martyn Howells	<b>Approved By</b> Mark Henderson	<b>Issue: 3 Rev 01</b> November 2017
-----------------------------------	--------------------------------------	--------------------------------------	---