



## Complaints policy & procedure

The Michael Lonsdale Group strives to provide an unsurpassed service to its clients. Part of this service is listening closely to what is being said about the quality of both our work and our workforce.

Our Customers and their feedback are important to us to ensure we continually improve this service. A procedure for dealing with customer complaints has been established to ensure that all complaints are dealt with effectively.

On receipt of a completed complaints form (MJL.-ITC-005), the management representative who receives the complaint will forward it to the director responsible for that project/area of the business.

The director shall then, in conjunction with the customer/client (if necessary), specify the action(s) to be taken and when, and shall ensure that this action taken will resolve the complaint with the client/customer concerned.

A response shall be made to the client by the relevant director, and once the complaint has been fully resolved it will be retained for discussion at board level at the appropriate management meeting. Here our management representatives will analyse the level of complaints to establish any trends that may exist, and deal with them accordingly.

Signed

A handwritten signature in black ink, appearing to read 'M Hoodless', with a horizontal line underneath.

For and on behalf of the  
Michael Lonsdale Group Board of Directors  
(Michael J Lonsdale Limited /  
Michael J Lonsdale (Electrical) Limited  
E7 Building Services Ltd

Name            Michael Hoodless  
Position        Executive Chairman  
Date             23rd May 2020

