

Customer Care Policy

- As a company we will provide a process for handling customer complaints in a neutral and professional manner. Consumer confidence is important to Baskerville Reclamation Ltd, we will promote and provide a transparent and accessible complaints procedure along with an independent mediation service.
- In case of a complaint, Company will follow the devised complaint procedure; this has been developed to stop complaints escalating whenever possible.
- As a company we will have access (as will the consumer) to a low-cost independent mediation service if so required

Stage 1

Employee Manages

- Report any complaint to a Manager/Director of Baskerville Reclamation Ltd at Head Quarters

Handling Customer Complaints

If you have adhered to the Company Standards it is unlikely that under normal circumstances the owner/Client will have cause of complaint, however if and when a complaint does arise it is essential you endeavour to resolve the complaint from escalating.

The following points are a guide to help you through the process of dealing with an aggrieved Customer:

- After completion of job it is good practise to talk your customer through the agreed work carried out, with a copy of the quotation as a guide. Ask the direct question “are you happy with the completed job”

Complaint Occurs

- Listen and don't **interrupt** when a customer confronts you with their complaint.
- Before commenting put yourself in the customers' shoes, appreciate that what may seem petty or irrelevant to you is not how your customer sees the issue.
- Offer a sincere, warm apology “this does not mean admittance of guilt” simply a way of defusing the situation, and to show you care. Do not keep apologising, as this takes away the sincerity of the apology.
- Ask the customer the direct question “how can I rectify the situation” or offer a solution and confirm with your customer if your proposal is adequate in resolving the complaint.
- On completion of agreed rectification ask customer to the direct question “are you satisfied with what I have done”
- **If no!** Ask calmly and politely the question once again “can you please explain exactly what you would like me to do that would make you happy”.
- **If Yes!** Offer your apology once again something like “I am extremely sorry about the mishap”

A complaint rectified can often leads on to long term dedicated customer and one that will often recommend you to others, knowing you care about what matters to them!

Stage 2

Escalation Process

Complaints processing: Stage 1

- A complaints/contact form will be available as hard copy by request from H/Q.
- If Company fails to resolve the problems to the satisfaction of the owner/Client leaving the Owner/Client wanting to refer the case to another party, an in-house informal procedure will take place.
- Complaint form is obtained, filled in and submitted; job number attached for tracking and filing purposes, this will include customer reference number and date the registered complaint was logged. E.g. 0123456/21/06/2019
- The Complaint Form completed by the owner/Client, once received by Company, will be copied and filed, sent to the customer/client for them to fill in a Complaints Response form.
- Once returned, the Complaints Form and Complaints Response Form are compared by a our representative Internal Arbitrator and informal arbitration will take place, This may typically involve 3 or 4 relatively brief phone calls.
- There would be an initial call to the Complainant discussing the facts of the case and the response by the Employees of the firm, then another to the complainant hopefully at that stage discussing mediation in terms of a solution and then if necessary another to the employees of the firm to obtain final agreement to the prescribed solution.
- At the end of the informal mediation process there will either be accord between the parties and a resolution agreed between them, or there will not. ***The details at this stage will be sent to both parties in writing advising both parties of the outcome and the details of the next course of action.***
- It would be expected the Internal process carried out by our Internal Arbitrator would be complete this informal stage of the Complaints handling process within 14 working days.

Stage 3

Mediation Process

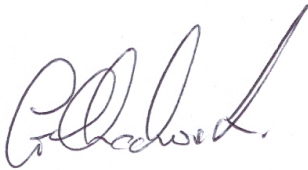
Complaints processing: Stage 2

If the Client at this point is dissatisfied with the Internal Arbitrators proposed resolution the complainant will be given the option to refer and escalate their complaint to formal arbitration, 3rd party resolution.

- The complainant will have to fund half the costs of the Arbitration and their payment of that sum will have the effect of formalising their application for arbitration. If they do not pay the sum requested (half the costs projected) then their complaint would be considered dropped at that point.
- Such dropped complaints would be held for 3 months within which time they can be formalised. Otherwise after 3 months, the complaint would be closed, and a new Complaints Form submitted.
- If the complainant pays half of the costs of Arbitration, then the contractor/registered firm will have the opportunity to pay the other half of the projected costs of arbitration and their payment of that sum will formalise their contesting the complaint, which will have the effect of referring the case to professional arbitration. (See Note 1.)
- The independent complaint assessment would then begin.

- At the end of that process the arbitrator will offer an opinion on the relative rights and wrongs of the case, who was primarily at fault, what contributed to the fault and a solution proposed. The factors leading to the expression of opinion would be defined and stated so that if necessary, either party could appeal the decision/opinion based on the facts of the case as perceived by the arbitrator.
- In the absence of any appeal, the complaint's procedure would be complete as far as we, company is concerned.
- If the proposed solution was not acted upon by the party who was adjudged to be primarily at fault, then the party for whom the process either upheld or ruled against the complaint (by degrees or in total) would have a documented process examining the case, crystallising the issues and offering an opinion of the relative rights and wrongs of the case as well as proposing a solution.
- The aggrieved party could take such a documented complaints process to the Small Claims or County Courts and might reasonably expect the evidence contained within the documented complaints process to have significant impact of the outcome of the formal legal process.
- Complaints result in adverse points which stay on company records for 3 years. Complaints referred to Arbitrators accrue more adverse points as would losing any resulting court case.

Signed:



Name: G. Chadwick
Managing Director

Date: 16.11.2019