



Customer Complaints Policy

Diligent Developments Ltd Limited is trading as Diligent Developments Ltd
Directors – Ralph Lewars, Sebastian Stephenson
Company Number – 5323384
Registered Office – Office 6, 78-88 Bensham Grove, Thornton Heath, CR7 8DB



Our Complaints Policy

It is Diligent Developments Ltd policy to handle complaints as part of the overall strategy to satisfy the needs of customers using our services.

Any expression of dissatisfaction will be treated as a complaint and dealt with accordingly.

1. Complaints will be handled:

- Confidentially
- Fairly
- Promptly

2. Staff will endeavour to:

- Be courteous to the complainant
- Respond positively
- Offer constructive solutions

3. Formal written complaints will be:

- Recorded
- Acknowledged within 7 days
- Notified to Senior Management

4. The complaints procedure will be:

- Publicly displayed
- Monitored regularly
- Reviewed and evaluated periodically

COMPLAINTS PROCEDURE

Any person dissatisfied with Diligent Developments Ltd ' services will be encouraged to make this fact known at the point and time of their dissatisfaction to the persons directly involved.

The first person to be advised of the complaint will, if appropriate, endeavour to resolve the difficulty, ensuring that Diligent Developments Ltd ' policy and procedures are followed. If it is not appropriate for the member of staff to deal with the complaint, it will be referred as soon as possible to the Project Manager. Normally, the sequence of activities to be followed will be:

1. Complaint received.
2. Entry made in complaints log* and Complaint Form* number assigned.
3. Complaint Form (see below) to be completed.
4. Complaint acknowledged.
5. If necessary, Complaint Form passed to the Manager.
6. Facts ascertained and recorded on Complaint Form.
7. Explanations/remedy proposed and recorded.

8. Complainant is kept informed.
9. Outcome recorded on Complaint Form.
10. Report filed by Manager in complaints file.

* All formal complaints must be recorded in the complaints log and a complaint report completed by the member(s) of staff dealing with the complaint.



(Director)

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Date: 10 Dec 2011