

# **Stroma Built Environment**

## Complaints Policy

## 1.0 Introduction

Stroma Built Environment are open in welcoming criticism about individuals or our service delivery. We listen and learn from complaint raised along with the corresponding investigation in order to continually improve our service.

Any information that can be used to identify an individual, received from clients and/or third parties will be treated in complete confidence, and if required to be forwarded will be complete anonymised as to protect an individual's identity.

If you have a complaint, then this policy sets out the requirements and process which we will follow in dealing with that complaint.

1. You can register a complaint with Stroma Built Environment using one of the following methods:
  - Telephone: 0845 6212222
  - Email: [be-complaints@stroma.com](mailto:be-complaints@stroma.com)
  - Online: <https://www.stroma.com/built-environment/complaints>
  - In writing: Stroma Built Environment, Unit 6, Silkwood Park, Fryers Way, Wakefield, WF5 9TJ

Where your complaint is initially made by telephone, you will be requested to send a written summary of your complaint, so we are fully aware of the nature of your complaint.

2. Once we have received your written summary of the complaint, we will contact you in writing within 5 working days to inform you of our understanding of the circumstances leading to your complaint, and which service the complaint relates to. You will be invited to make any comments that you may have in relation to this.
3. The investigation will be undertaken following our Corrective Action procedure by personnel not directly involved with the complaint.
4. We will respond within a maximum of 20 working days of receipt of your comments, depending upon the requirement of the investigation. The person dealing with your complaint will write to you to inform you of the outcome of the investigation into your complaint and to let you know what actions have been or will be taken, where applicable.
5. If you are dissatisfied with any aspect of how your complaint has been dealt with, you should contact:
  - In writing: Mr Stephen Horrocks, Managing Director, Stroma Built Environment, Unit 6, Silkwood Park, Fryers Way, Wakefield, WF5 9TJ
  - Email: [s.horrocks@stroma.com](mailto:s.horrocks@stroma.com)

Mr Stephen Horrocks will conduct an independent review of the complaint within 14 days and inform you of the result of this review.