



## Customer Complaints Procedure

At First Choice Facilities Services Ltd, we are committed to customer satisfaction and strive to get it right, first time, every time. If you have a concern or are dissatisfied in anyway with our service, we will do our best to resolve the situation in a fair and transparent manner.

- **What you can expect from us**

All complaints will be responded to within 5 working days. Where investigating takes longer because of the nature of the complaint, the customer will be informed. The aim will then be to respond within 10 working days.

- **Making and Enquiry or Complaint**

We define a complaint as any expression of dissatisfaction by a customer in relation to our service or products. We aim to resolve all complaints fully and as quickly as possible.

Our details for making contact during any point of the complaint process are as follows:

**Phone:** 01895 814 912

Our opening hours are Monday to Friday 8am to 5pm

**Email:** [office@fcfsLtd.co.uk](mailto:office@fcfsLtd.co.uk)

**Write to:**

Complaints

First Choice Facilities Services Ltd

Unit 2, Westport Business Park

Horton Road

Slough

SL3 0DF

- **Resolving your complaint**

We define a complaint as resolved when we mutually agree that we have addressed all your issues.

**Stage 1 – Complainant Contacts our Administrative Team**

When you contact us with your complaint, we will log this within our complaints database and aim to resolve the issue at this initial stage.

**Stage 2 – Administrative Manager**

If we have not been able to resolve the issue promptly, we will pass your complaint to a more senior member of the team to respond appropriately within the required timescales.



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The complainant will be kept informed throughout the investigation process, the aim will be to resolve the matter as soon as possible. Where a site visit is required, this will be arranged with the appropriate person.

### Stage 3 – Senior Management / Director Support

In the unlikely event that the Administrative Team is unable to resolve your complaint to your full satisfaction, you can escalate your case to our Managing Director for an independent review.

If the Managing Director is still unable to reach a mutually acceptable agreement with you after the investigation, you can escalate your case to the CEO who will investigate and formally write to you explaining our position and providing a final offer / solution.

- **Complaints Analysis**

All justified complaints will be analysed by type of complaint and work area to consider trends. Trends will be reviewed at our management meetings to consider whether any corrective action is required.

### Complaints Escalation Process

