



Complaints Procedure

Higgins Partnerships is committed to delivering the highest quality service possible at all times; however, we acknowledge that occasionally complaints may arise.

If you are dissatisfied with any aspect of the service or consideration that you receive from us, this complaints procedure should help you to tell us that you think something has gone wrong or we could do something better.

How do I complain?

1. In person at one of our sites
2. By writing to us
3. By phoning us
4. By emailing us

How to lodge a complaint

You can make your complaint in whatever form is most convenient to you.

All of our sites are registered under the Considerate Constructor Scheme and posters are displayed on our site hoardings showing the contact details for both the Site Management Team as well as the scheme itself.

Should you wish to complain directly to our Head Office, contact details including email and website links are shown at the bottom of this procedure.

For projects involving occupied refurbishment, we will normally have a site based Resident Liaison Officer who will communicate and operate a scheme specific complaints procedure geared directly to residents within whose homes we are working.

For other occupied premises, ie schools, health buildings etc, a similar scheme specific complaints procedure geared to the operational environment will be used.

If you telephone us, the complaint will be logged. Whoever takes your call will attempt to resolve the issue for you. If you are not satisfied with the response you receive at this stage you can submit a formal complaint in writing. If your complaint is in writing (including fax or email) we will acknowledge it by return and pass it to the appropriate staff member for action.

If your complaint cannot be resolved by the person initially dealing with it, it will be directed to the relevant senior member of staff.

It is our intention that complaints will be responded to within seven working days. If a full response cannot be given within seven working days (e.g. when a matter is very complex or where we have to

consult a third party on the matter) you will be informed of the progress being made with your complaint.

The Director accepts full responsibility for effective complaints handling.

In all cases, we treat your correspondence in strict confidence, with fairness and objectivity.

If you feel that your complaint has not been dealt with satisfactorily, you may wish to seek advice from your local Citizens' Advice Bureau.



For and on behalf of the Board of Directors

Steve Leakey
Managing Director

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