

Complaint Policy



At Boyce Built Environment Consulting (BBEC), we value complaints as they assist us to improve our client services.

This policy provides guidance for handling complaints. Most complaints should be resolved informally with the relevant person, however there are provisions for formal procedures depending on the nature and seriousness of the complaint. BBEC seeks to resolve difficulties, grievances and complaints in a prompt, impartial and just manner. We aim to make it easy for people to make a complaint if they are dissatisfied and we will treat all clients making a complaint, equally.

We will display our complaints policy in our business premises so that clients are aware that we are open to criticism and committed to best practice by continual improvement of our services.

Definition of a Complaint

Any expression of dissatisfaction or grievance made about staff by a client, colleague, member of the public or government official in relation to our business.

Recording Complaints

All complaints made, verbal or written will be recorded in the BBEC Complaints and Feedback Register available at the premises. When taking a complaint, staff will record the name, contact details of the complainant, the date, full details of the complaint, details of all communication with the complainant and any actions to resolve the complaint.

Recorded complaints will also be monitored for any ongoing trends by management and efforts made to resolve any ongoing issues. Clients' personal details will not be divulged to third parties without written consent.

Informing Clients of Progress

BBEC will strive to resolve complaints in a timely manner. Written complaints will be acknowledged in writing. Clients will be advised of an approximate time frame



BUILT
ENVIRONMENT
CONSULTING

for resolution and be informed at regular intervals of the status of their complaint, particularly if there are delays or any change to what was agreed. Where appropriate, clients who have had a complaint may be contacted to ascertain their satisfaction with BBEC's handling of their complaint.

Responding to Complaints

All people making a complaint will be treated fairly and with courtesy. Where possible, complaints will be resolved at the first point of contact. When possible, frontline staff will offer an immediate resolution or when necessary; undertake to refer and escalate the complaint.

Escalation of Complaints

An escalated complaint will be considered by the BBEC's principals immediately upon receipt. The client will be informed of any investigation and the process to the point of resolution or appointment of a mediator / arbiter if necessary.

If BBEC cannot resolve the complaint to the clients' satisfaction, we will inform the client about where they can take further action such as The Equal Opportunities Commission, NSW Fair Trading or the like.

Review of Complaint Policy

BBEC is committed to continuous improvement. This policy will be reviewed regularly and updated if required to achieve best practice and the most effective means of processing complaints.

This complaint policy will be provided to all staff and is endorsed by the principals of BBEC.

Jim Boyce MRICS, MAIBS

Kathryn Bell JP