



OUR COMPLAINTS POLICY

OUR COMMITMENT

Jones Building Group, (D R Jones (Yeovil) Ltd and subsidiaries), is committed to providing a high-quality service for its customers and working in an open and accountable way that builds the trust and respect of everyone we work with. One of the ways in which we can continue to improve our service is by listening and responding to the views of our customers and stakeholders, and in particular by responding positively to complaints, and by putting mistakes right.

ACHIEVING OUR COMMITMENT

A complaint shall be defined as any level of dissatisfaction with the standard of goods or services Jones Building Group provides, the behavior of our employees, subcontractors, and any action or lack of action by staff affecting an individual or group.

The complaints procedure, is intended to ensure that all complaints are handled fairly, consistently and wherever possible resolved to the complainant's satisfaction.

When handling a complaint, it is our responsibility to ensure that:

- Making a complaint is as easy as possible.
- We treat a complaint as a clear expression of dissatisfaction with our service which calls for an immediate response.
- We deal with it promptly, politely and, when appropriate, confidentially.
- We respond in the right way - for example, with an explanation, or an apology where we need to improve, or information on any action taken etc.
- We learn from complaints, use them to improve our service, and review annually our complaints policy and procedures.

When making a complaint, it is the complainant's responsibility to raise concerns promptly and directly with a member of staff Jones Building Group. Explain the problem as clearly and as fully as possible, including any action taken to date. Allow Jones Building Group a reasonable time to deal with the matter. Recognise that some circumstances may be beyond Jones Building Group control.

CONFIDENTIALITY:

Except in exceptional circumstances, every attempt will be made to ensure that both the complainant and Jones Building Group maintain confidentiality. However, the circumstances giving rise to the complaint may be such that it may not be possible to maintain confidentiality (with each complaint judged on its own merit). Should this be the case, the situation will be explained to the complainant.

Signed on behalf of Jones Building Group:

D Robins 06/01/2025

Darren Robins
Managing Director