



# Complaints Policy

## Company Statement

Megan Mechanical Services Ltd aim to provide our customers with the best possible service. We consider customers business needs and base our decisions on a positive understanding of our customers. We listen to our customers and respond accordingly, encourage employees to work with our customers and resolve any issues in a timely fashion, in a fair and impartial way.

We strive to improve our services and welcome feedback, including complaints from our customers. This allows us to improve standards within the company and correct processes/procedures to minimise the reoccurrence of any issues/complaints.

We take complaints very seriously, if you are not happy with our service we will do our best to resolve the issue. This policy details our aims, how to complain and how we will deal with your complaint.

Any customer wishing to express dissatisfaction or have cause for a complaint regarding any area of our Customer Service and/or relating to a Product or Service that does not meet with their expectations, we want to hear from you.

## Aims and Objectives

The aim of this policy is to underline the value we place on customer feedback and establish measures to ensure that all feedback is collected, managed and used to help us improve how we conduct business.

- All employees will encourage and recognise the right of all our customers to provide feedback.
- We will value all feedback given and expect our employees to respond courteously and in a way that resolves any dissatisfaction promptly and effectively.
- We will encourage customers to give feedback in writing and provide several ways in which they can make comment.
- Investigate any complaints, gathering pertinent information in support of resolution.
- An acknowledgment of receipt to complaints will be sent within 30 days of receiving them making appropriate enquiries, keep people informed, and without undue delay, tell people the outcome of their complaints.
- If resolution cannot be found, the complaint will be escalated to a higher level of authority in the business until agreement/resolution is made.
- An annual review of the Megan Mechanical's Complaints Policy will be conducted and made available on the company website and promptly deal with any complaints received.
- Employees will discuss any feedback with customers and try and resolve any dissatisfaction promptly.
  - If any customers are not satisfied they must put their complaint in writing to the Operations Manager (details below) who will conduct an initial investigation.
  - If the complaint is of a GDPR/Information Security nature, all complaints should be submitted to our Data Protection Officer by emailing [Stephanie.davis@megan-mechanical.co.uk](mailto:Stephanie.davis@megan-mechanical.co.uk), by telephone 01252 874 738, or you can write to the Data Protection Officer at Megan Mechanical Services Ltd, Unit 4 Blackbushe Business Park, Yateley, Hampshire, GU46 6GA (Note: ID may be requested).
- We will record and respond to any complaints by telephone, letter or email, within 3 working days with either a full response or a progress report.



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- We will investigate all complaints and in the first instance try to resolve the matter in the shortest time possible time, in a fair, responsible and amicable way.
- All complaints will be fully investigated within 21 days of the initial complaint. Customers will then be informed of our actions in writing.
- Aim to resolve all complaints in a designated period and to a satisfactory outcome for all parties concerned.
- In the unlikely event that we have been unable to respond to a complaint satisfactorily, the customer may contact Megan Mechanical's Managing Director who will personally conduct a separate review of your complaint and will inform you within 14 days of the conclusion of his review.
- If you remain dissatisfied with any aspect of the handling of your complaint; we will attempt to resolve this promptly through negotiations and/or agree to mediation with you in accordance with the centre for dispute resolution mediation procedure.

### Contacting Us

Please provide details of your full name, position, company address, date and full details of the complaint to:

#### The Operations Manager

Megan Mechanical Services Ltd  
Unit 4, Blackbushe Business Park  
Yateley  
Hampshire  
GU46 6GA

Telephone: 01252 874738

Email: [info@megan-mechanical.co.uk](mailto:info@megan-mechanical.co.uk)

### Implementation

Overall responsibility for ensuring the policy is implemented, monitored and reviewed rests with the Managing Director.

All staff are required to comply with the policy requirements and share responsibility for our performance in implementing it. The Company will inform all existing employees about this policy, its implementation and their role; and will give all new employees notice of the policy on induction.

### Enforcement of the Policy

All employees have a role to play in enforcing the policy and are required to deal with any observed or reported breaches. Should employees feel apprehensive about their own safety in regard to addressing any breach, they should seek senior management support.

Failure to comply with this policy may lead to a lack of clarity over job role, learning needs or expected standards of performance; resulting in reduced effectiveness or efficiency, underperformance and putting service delivery at risk.



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In the unlikely event a member of staff is not adhering to the policy, their manager will attempt to resolve the situation informally in the first instance. Ultimately, repeated breaches of the policy will result in disciplinary procedures.

### Review of the Policy

This policy will be reviewed and, if necessary, revised in the light of legislative or codes of practice and organisational changes. Improvements will be made to the management by learning from experience and the use of established reviews.

A formal review of the policy will take place every year.

Should any amendments, revisions, or updates be made to this policy it is the responsibility of the Company senior management to see that all relevant employees receive notice. Written notice and/or training will be considered.

A handwritten signature in black ink, appearing to read 'G. Ley'.

**Gerald Ley**  
**19 June 2026**