

# Guide to The JBA Complaints Procedure



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## Document purpose and scope

This document sets out the Complaints Procedure of JBA Group Limited and its subsidiary operating companies, collectively known as 'JBA'. It covers activities undertaken by the Group throughout all office locations and operations worldwide.

Our aim is to exceed expectations, but we recognise that occasionally, despite our best endeavours, we may not always meet expectations. We strive to approach, respond to and learn from any complaint in a full, fair and consistent fashion and, to help us achieve this, we operate a documented system for responding to complaints.

## Need to complain?

If you are unhappy with the service you have received or an action or lack of action made by JBA, our staff or our sub-contractors, we want to hear from you. We have provided our Complaint Form on the following page, but this does not have to be used.

You can email [complaints@jbagroup.co.uk](mailto:complaints@jbagroup.co.uk) or contact us using any of the following details:

- Australia: Suite T46, 'The Johnson', 477 Boundary Street, Spring Hill, QLD 4000, Australia  
Telephone: +61 (0) 642 644 348
- Ireland: 24 Grove Island, Corbally, LIMERICK, V94 312N, Ireland  
Telephone: +353 (0) 61 345 463
- Romania: Str Av Petre Cretu nr 34, Ap nr 2, Etaj 1, Sector 1, BUCHAREST, 012052, Romania  
Telephone: +40 746 160 800
- Singapore: The Hive, 36 Carpenter Street, #02-01, SINGAPORE, 059915  
Telephone: +65 313 88 054
- UK: 1 Broughton Park, Old Lane North, Broughton, SKIPTON, North Yorkshire, BD23 3FD, UK  
Telephone: +44 (0) 1756 799919

## Our process

Upon receiving your complaint, we will log it on our system either as an Improvement Note or a Data Breach, as appropriate. Any confidential issues will be handled in an appropriate manner. If your complaint was made verbally, we will complete a Complaint Form and send a copy to you.

In line with our Dignity at Work Policy we will not tolerate aggressive or violent behaviour towards our staff and any complaints should be made in an appropriate manner.

We will identify a senior person within JBA to deal with your complaint and will send you an acknowledgement within five working days. This will identify who is dealing with your complaint. Within 15 working days of the date of our acknowledgement, we will send you either a full response or, if more details or further investigation are required, a progress report. Where possible, we will include our full response within our initial acknowledgment to you.

If you are not satisfied with our reply, please write to our UK Skipton address. Arrangements will be made for a further review to be carried out at Board level, or for the appointment of an independent arbitrator.

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### Complaint Form

Please provide the following details:

Name	
Organisation (if applicable)	
Address	
Daytime telephone number	
Email address	
What is the nature of your complaint?	
What went wrong? (Please give as much detail as you can)	
What do you think needs to be done to put things right?	
Date	

For JBA internal use

Date received	
Date acknowledged	
Person dealing with this complaint within JBA	
Reference number	

