

Guide to the JBA Complaints Procedure



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Document purpose and review

This document sets out the Complaints Procedure of JBA Group Limited and its subsidiary Operating Companies, collectively known as 'JBA'.

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.

This document will be reviewed for continued suitability, will be communicated within the JBA Group and, if appropriate, made available to interested parties. The review interval for this document is 5 years.

Need to complain?

If you have a contract with JBA and are unhappy with the service or data you have received or are unhappy with an action or lack of action made by JBA, our staff or our sub-contractors, please contact our Project Manager, Client Manager or Account Manager in the first instance and advise them that you wish to make a formal complaint. If you need to escalate your concerns, please contact our Project Director or a Company Director.

If you do not have a contract with JBA but are unhappy with something we have either done or not done, please use the relevant contact details provided below to contact us.

Our process

We will identify a senior person within JBA to respond to your complaint and will send you an acknowledgement within five working days that will identify who is looking into it. Any confidential issues will be handled in an appropriate manner. Within 15 working days of the date of our acknowledgement, we will send you either a full response or, if more details or investigations are required, a progress update. Where possible, we will include our full response within our initial acknowledgment to you.

Any complaints sent to complaints@jbagroup.co.uk will be stored within our Integrated Management System and included in our Management Review reporting.

If your complaint relates to data that you have been provided with by a company other than JBA, any complaint made to JBA will be referred to your provider.

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 Operating Company Board level, or for the appointment of an independent arbitrator.

In the event of any conflict between this procedure and the terms of any contract that you have signed either directly with JBA, or via an organisation that supplies you with access to JBA's data or services, the terms of the contract you have signed will prevail.

Contact details

You can email complaints@jbagroup.co.uk or contact us using any of the following details:

- Australia:
 - Level 1, 150 Charlotte Street, BRISBANE CITY, QLD 4000
 - Telephone: (+61) 1300 764 332
- Ireland:
 - 24 Grove Island, Corbally, LIMERICK, V94 312N
 - Telephone: +353 (0) 61 345 463
- Romania:
 - Str Av Petre Cretu nr 34, Ap nr 2, Etaj 1, Sector 1, BUCHAREST, 012052
 - Telephone: +40 746 160 800
- Singapore:
 - OCBC Centre East, 63 Chulia Street, #15-01, SINGAPORE 049514 Telephone: +65 313 88 054
 - hello@jbarisk.com
- United Kingdom:
 - 1 Broughton Park, Old Lane North, Broughton, SKIPTON, North Yorkshire, BD23 3FD
 - Telephone: +44 (0) 1756 799919
- All locations in relation to JBA Risk Management data:
 - hello@jbarisk.com
 - 1 Broughton Park, Old Lane North, Broughton, SKIPTON, North Yorkshire, BD23 3FD
 - Telephone: +44 (0) 1756 799919

Complaint details

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.

Please provide the following details:

- Your name
- Your organisation (if applicable)
- Your address
- Your daytime telephone number
- Your 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?
- The date you submitted the complaint.