

# 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.

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 2 years.

## What is a complaint?

A complaint is an expression of dissatisfaction, however made, about the service, action or lack of action made by JBA or its staff, sub-contractors or sub-consultants, affecting an individual member of the public or other group or organisation.

## Need to complain?

Despite our best endeavours, we recognise that, occasionally, we may not always meet expectations. JBA has a documented system for dealing with complaints from clients and others and we strive to approach and deal with any complaint in a full, fair and consistent fashion.

We want to hear from you if you are unhappy with our services and want to make a complaint. You can contact us by any suitable means (telephone, e-mail or letter) at the following address:

South Barn  
Broughton Hall  
Skipton  
North Yorkshire  
BD23 3AE  
t: 01756 799919  
e: [complaints@jbagroup.co.uk](mailto:complaints@jbagroup.co.uk)

Our Complaint Form, which you may wish to use, is on the following page.

## Our process

- Upon receiving your complaint, we will log it on our system as an Improvement Note. Any confidential issues will be handled 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, which will identify who is dealing with your complaint.
- If your complaint was made verbally, we will complete a Complaint Form and send a copy to you.
- 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 you can write again to the above address and arrangements will be made for a further review to be carried out at Board level, or for the appointment of an independent arbitrator.

## Review

This document was reviewed by the JBA Group Board on 10/12/2018.



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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?			
Signed		Date	

## For internal use

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

