



## Complaints Procedure

### 1. Purpose

Rosbo LTD is committed to delivering high-quality roofing, carpentry and skylight installation services.

We recognise that occasionally issues may arise. This Complaints Procedure ensures that concerns are handled:

- Fairly
- Transparently
- Promptly
- Professionally
- In compliance with legal obligations

Our aim is to resolve complaints efficiently while maintaining positive client relationships.

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### 2. Scope

This procedure applies to complaints from:

- Domestic customers
- Commercial clients
- Contractors
- Suppliers
- Members of the public

It covers complaints relating to:

- Quality of workmanship
- Delays
- Communication
- Behaviour of employees or subcontractors
- Health & safety concerns
- Contractual disputes

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### 3. Definition of a Complaint

A complaint is defined as:



## 4. How to Make a Complaint

Complaints should be submitted in writing where possible.

Clients can submit complaints via:

- Email: info@rosboroofting.com
- Post: 4 Western Road, MK22PT

The complaint should include:

- Client name and contact details
- Project address (if applicable)
- Description of the issue
- Relevant dates
- Any supporting evidence (photos, documents, etc.)

## 5. Complaint Handling Process

### Step 1 – Acknowledgement

- Complaints will be acknowledged within **3 working days**.
- The client will receive confirmation that the matter is under review.

### Step 2 – Investigation

The Director or designated manager will:

- Review project documentation
- Speak with relevant employees or subcontractors
- Inspect the works (if necessary)
- Review contractual obligations
- Assess compliance with specifications

Investigations will normally be completed within **10–14 working days**, depending on complexity.

### **Step 3 – Response**

A written response will be provided outlining:

- Findings of the investigation
- Whether the complaint is upheld, partially upheld, or not upheld
- Proposed corrective action (if applicable)
- Expected timeframe for resolution



### **Step 4 – Resolution**

Where appropriate, resolution may include:

- Rectification of defects
- Partial refund (where legally appropriate)
- Clarification of contractual terms
- Apology
- Mediation or further discussion

All remedial works will be carried out within a reasonable and agreed timeframe.

## **6. Escalation Process**

If the client is not satisfied with the outcome:

- The complaint may be escalated to the Director for final internal review.
- A final written decision will be issued.

If the matter remains unresolved, clients may:

- Seek independent mediation
- Refer the matter to appropriate dispute resolution channels
- Pursue legal remedies where applicable

## **7. Timescales**

We aim to:

- Acknowledge complaints within 3 working days
- Complete investigation within 10–14 working days
- Implement agreed corrective action promptly



## **8. Site Access for Inspection**

Where a complaint relates to workmanship, Rosbo LTD must be given reasonable access to inspect and, if necessary, rectify the work.

Failure to provide reasonable access may limit our ability to resolve the issue.

## **9. Defects & Warranty Matters**

Where works are covered by warranty:

- Warranty terms will be reviewed
- The issue will be assessed against warranty conditions
- Repairs will be carried out where applicable

This procedure does not override contractual terms or statutory rights under the Consumer Rights Act 2015.

## **10. Conduct & Professionalism**

We expect all communications to remain professional and respectful.

Abusive, threatening or aggressive behaviour towards staff or subcontractors will not be tolerated and may result in communication being restricted to written correspondence only.

## **11. Record Keeping**

Rosbo LTD will:

- Maintain a Complaints Register
- Record the nature of complaints
- Record investigation outcomes
- Identify trends for continuous improvement

Records will be retained in accordance with our Data Protection Policy.

## **12. Continuous Improvement**

Complaints are reviewed periodically to:

- Identify recurring issues
- Improve processes
- Improve communication
- Enhance training
- Reduce future disputes

We treat complaints as an opportunity to improve our services.

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## **13. No Retaliation Policy**

Clients will not suffer any disadvantage for raising legitimate concerns.

Employees or subcontractors who raise internal concerns in good faith will also be protected from victimisation.

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## **14. Responsibility**

The Director of Rosbo LTD is responsible for:

- Oversight of the complaints process
- Ensuring fair investigations
- Implementing corrective action
- Monitoring performance

All employees and subcontractors must cooperate fully in complaint investigations.

**Rosbo LTD T/A Rosbo Roofing, Carpentry & Skylights**

4 Western Road

Bletchley

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