

Summary

The purpose of this procedure is intended to ensure that all complaints are handled fairly, consistently, and wherever possible resolved to the complainant's satisfaction.

INFRATEC's Complaints Policy is set out in the **Complaints Policy Statement** document.

Definitions

HEA – Highways Electrical Association.

Responsibilities

1. INFRATEC's responsibility will be to:
 - Acknowledge the formal complaint in writing.
 - Respond with a stated period of time.
 - Deal reasonably and sensitively with the complaint.
 - Take action where appropriate.
2. A complainant's responsibility is to:
 - Bring their complaint, in writing, to INFRATEC's attention normally with 8 weeks of the issue arising.
 - Raise concerns promptly and directly with a member of staff in INFRATEC.
 - Explain the problem as clearly and as fully as possible, including any action taken to date.
 - Allow INFRATEC a reasonable time to deal with the matter.
 - Recognise that some circumstances maybe be beyond INFRATEC's control.

Confidentiality

1. All complaints received will be dealt with confidentiality and in accordance with the requirements of the Data Protection Act 1998. When making a complaint it is always preferable for the complainant to reveal their identity and contact details to INFRATEC, however if they wish to remain anonymous they must inform INFRATEC that you do not wish for INFRATEC to divulge their identity.
2. INFRATEC are not obliged to disclose information if to do so would be a breach of confidentiality and/or any other legal duty.
3. If the complainant wishes to remain anonymous INFRATEC will investigate such complaints in accordance with relevant legislation.

Monitoring & Reporting

1. The Senior Management Team of INFRATEC will receive details of complaints as part of the Management Review Procedure.
2. Where anonymity has been requested, personal details will not be provided to the Senior Management Team.

Procedure

1. Stage 1
 - a. In the first instance, if the complaint cannot be resolved informally, the complainant should write to the Business Administrator at INFRATEC-UK, Unit 8 Easter Park, Barton Road, Middlesbrough, TS2 1RY or info@infratec-uk.com
 - b. In the letter the complainant should set out the details of the complaint, the consequences as a result and the remedy that they are seeking.
 - c. The complainant can expect the complaint to be acknowledged within 4 working days or receipt. The complainant should get a response and an explanation within 15 working days.
 - d. This initial response will either:
 - i. Accept the complaint and, where appropriate, offers redress or remedial action; or
 - ii. Offer redress or remedial action without accepting the complaint; or
 - iii. Reject the complaint and gives reason for doing so.
2. Stage 2
 - a. If the complainant is not satisfied with the initial response to the complaint, then they can write to the Operations Director at the above address and ask for the complaint and response to be reviewed. The complainant can expect the Operations Director to acknowledge the request within 4 working days or receipt and a final response within 15 working days.

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- b. This final response will either:
 - i. Accept the complaint and, where appropriate, offers redress or remedial action; or
 - ii. Offer redress or remedial action without accepting the complaint; or
 - iii. Reject the complaint and gives reason for doing so.
 - c. If INFRATEC do not provide a final response within 15 working days, or the complainant is not happy with the final response, the complainant has up to six months to refer the complaint to the Financial Ombudsman Service – please see <http://www.financial-ombudsman.org.uk/consumer/complaints.htm> for details. The complainant may also have the right to refer your complaint to them in other circumstances.
 3. INFRATEC's aim is to resolve all matters as quickly as possible. However, inevitably some issues will be more complex and therefore may require longer to be fully investigated. Consequently, timescales given for handling and responding to complaints are indicative. If a matter requires more detailed investigation, the complainant will receive an interim response describing what is being done to deal with the matter, and when a full reply can be expected and from whom.