



COMPLAINTS POLICY

TSM Ltd ("the Company") is committed to providing a consistently high quality, professional service. Most of the time this is achieved; however, occasionally things do go wrong.

We welcome all categories of feedback and realise that complaints are a valuable source of information to help us improve the standard of services we deliver; put things right when they have gone wrong; and learn from our mistakes. Equally, we would like to know when we get it right, so we can maintain our good practices. Please send any comments or suggestions for improvement to our Head Office at the address below.

The aim of this policy is to provide a fair, consistent and structured process for our customers, and anyone affected by our business activities if they are dissatisfied with a service that they have received or the manner in which we have conducted ourselves. This policy will be made easily accessible.

We consider discrimination on the basis of sex, race, marital status, disability, age, part-time or fixed term contract status, sexual orientation or religion, as unacceptable conduct and will take any such allegations seriously. Any complaints of discrimination will be subject to investigation.

Emphasis will be placed on resolving complaints as quickly as possible. We will ensure our staff are equipped to deal with complaints efficiently and effectively, and that 'lessons learnt' from complaint investigations will be used to directly inform service improvements.

To make a complaint:

If at any time you are dissatisfied with the service we provide, our health, safety, environment or quality standards, or the conduct of our business or our workers, or anything else in relation to our company, please raise the matter directly with your main TSM Ltd contact, or in one of the following ways:

- Through one of our feedback forms
- By telephone on: 0115 778 8661 (although we may ask you to put your complaint in writing)
- By email to: info@totalsm.co.uk
- By letter to: Total Specialist Maintenance Ltd, The Old Nurseries, Nottingham Road, Radcliffe on Trent, Nottingham NG12 2DU

To enable us to provide you with the best response, please include:

- Your name (and company name if appropriate) and contact details (if you wish to be kept informed)
- The project name where applicable
- Copies of any relevant correspondence or supporting evidence about the complaint
- Details about what has gone wrong or has not been handled properly; and
- An explanation of how you would like us to resolve your complaint

What you can expect from us:

- All complaints will be handled with courtesy and efficiency
- We will respond in writing to your complaint within 10 working days of receiving it. If this is not possible, within 5 working days we will send you an acknowledgement explaining why we cannot provide you with an immediate response, including details of when you can expect a full reply
- We recognise that each complaint is different and that we will need to deal with each one in the most appropriate way. Therefore, our target is to address 90% of all complaints within 10 working days. We will reply to the remaining 10% within 6 weeks. All complaints are logged and tracked to completion
- You will be kept informed about the progress of any investigation into your complaint



- Appropriate action taken to resolve the complaint.

If you are not satisfied with our response to your complaint, you can escalate it by writing to our Managing Director at the address above.

When dealing with complaints we will:

- Treat all complaints seriously and confidentially and in accordance with the requirements of the General Data Protection Regulations (GDPR)
- Maintain a log of all complaints received
- Monitor the nature and location of complaints to identify any weaknesses in service delivery
- Learn lessons from complaints to continually develop and improve our services; and
- Monitor and report our performance in complaint handling against agreed targets.

This policy statement will be briefed to all employees at induction and following any changes and shall be formally reviewed on an annual basis at the Management Review meeting or following any changes to working practices or applicable legislation.

Signed: 

Position: Managing Director

Date: 01/07/2025

Review Date: 01/07/2026