

Complaints procedure

1. Purpose

This policy sets out how 2CT Consultants ("the Company") receives, investigates, resolves and learns from complaints relating to any of our consultancy services. Our aim is to handle every complaint fairly, promptly, transparently and confidentially, in line with:

- Our ISO 9001 Quality Management System — Customer satisfaction – Guidelines for complaints handling.
- TrustMark Framework & PAS 2035 (where applicable).
- Any relevant professional-body codes or scheme requirements.

2. Scope

This procedure applies to:

- Clients, end-users, contractors or members of the public who believe they have been adversely affected by our services.
- All business services undertaken by 2CT Consultants limited including:
 - Retrofit Assessments
 - Retrofit Coordination
 - Air Pressure Testing
 - Proof Testing
 - PSI Calculations
 - Thermal Imaging Survey
 - Drone Surveying
 - Technical Monitoring
 - Dynamic site inspection and auditing
 - Site Auditing
- All employees, associates and subcontractors involved in delivering those services.

3. Definitions

Term	Meaning
Complaint	Any expression of dissatisfaction, whether oral or written, that requires a response
Complainant	The individual or organisation lodging the complaint
Working Day	Monday–Friday, excluding public holidays in England & Wales as well as the company's Christmas shutdown period of two weeks.

4. Roles & Responsibilities

Role	Responsibility
Complaints Manager (named senior employee)	Overall ownership of the process; ensures compliance with this policy
Service Lead (e.g., Retrofit Coordinator)	Investigates technical aspects and proposes remedy
Managing Director	Final internal appeal reviewer
All Staff and Sub-consultants	Co-operate fully, supply evidence promptly, maintain confidentiality

5. How to Make a Complaint

Complainants may contact us via any of the following channels:

- **Email:** complaints@2ctc.co.uk
- **Telephone:** +44 (0)1379 415514 (ask for the Complaints Manager)
- **Post:** Complaints Manager, 2CT Consultants, Suite N, Diss Business Park, Hopper Way, Diss, Norfolk IP22 4GT

If assistance is required (e.g., large-print, translation, or a representative acting on someone's behalf) we will consider reasonable adjustments.

To help us assess complaints more effectively we would ask for the following information as a minimum:

- Name
- Date and time of complaint
- Reference e.g. project name, property name, or our unique project reference no.
- Your address if different from the complaint
- Telephone number
- Email address
- Description of your complaint
- Any supporting document

If you would prefer to use our standard complaints template please contact the Complaints Manager.

6. Complaints Handling Process & Timelines

Stage	Target Time-frame	Key Actions
Receipt	Day 0	Log complaint in secure register; assign reference number
Acknowledgement	Within 2 working days	Confirm receipt in writing/e-mail, give reference number, outline next steps and enclose a copy of this policy
Initial Review	By 5 working days	Complaints Manager screens for urgency, health-&-safety, safeguarding, or legal risks; escalate immediately if required
Investigation	Complete within 10 working days of acknowledgement (or agree longer timeframe)	Gather statements, site data, survey records, photographs, drone footage, technical calculations, etc.
Interim Update	If investigation exceeds 10 days	Provide progress update, new anticipated completion date
Response/Resolution	Within 20 working days of acknowledgement	Issue written outcome: findings, corrective actions, timescale, and right to appeal
Appeal (Internal)	Appeal must be lodged within 10 working days of response	Managing Director (or independent senior officer) reviews evidence and issues final decision within 10 working days
External Escalation	If still dissatisfied	Refer to: 1. Trustmark Dispute Resolution 2. Civil Mediation chosen by the company 3. Where applicable Ombudsmen 4. Where applicable Third Party Scheme provider
Closure & Follow-up	Within 5 working days of resolution	Confirm closure in writing; update register; capture lessons learned and assign preventive actions, and where necessary, provide training

7. Record-Keeping & Data Protection

- Complaints, evidence, correspondence and outcomes are stored securely for six years.
- Personal data is processed in accordance with the UK GDPR and our Privacy Policy.
- Only personnel involved in the investigation or audit have access.

8. Confidentiality & Non-Retaliation

We treat all complaints confidentially. Staff must never penalise or retaliate against anyone raising a genuine concern. The Company operates a whistle-blower policy.

9. Continuous Improvement

- Yearly management reviews analyse complaint trends, root causes and corrective-action effectiveness.
- KPIs (acknowledgement time, closure time, recurrence rate) are tracked and reported to the Board.
- Process updates are incorporated into our Quality Management System and communicated to staff.

10. Policy Review

This policy is reviewed annually or sooner if legislation, accreditation or scheme requirements change.

11. Contact

For any query about this policy, please contact:

Complaints Manager
2CT Consultants Limited
Tel: +44 (0)1379 415514
Email: complaints@2ctc.co.uk

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