



CONSULTANTS

2CT Complaints procedure

Day 0

RECEIPT

Log complaint in secure register and assign a reference number.

Within 2 working days

ACKNOWLEDGEMENT

Confirm receipt in writing/e-mail, give reference number, outline next steps and enclose a copy of this policy.

By 5 working days

INITIAL REVIEW

Complaints Manager screens for urgency, health and safety, safeguarding, or legal risks. Escalate immediately if required.

Complete within 10 working days of acknowledgement (or agree longer timeframe)

INVESTIGATION

Gather statements, site data, survey records, photographs, drone footage, technical calculations, etc.

If investigation exceeds 10 days

INTERIM UPDATE

Provide progress update, new anticipated completion date.

Within 20 working days of acknowledgement

RESPONSE/RESOLUTION

Issue written outcome: findings, corrective actions, timescale, and right to appeal.

Appeal must be lodged within 10 working days of response

APPEAL (INTERNAL)

Managing Director (or independent senior officer) reviews evidence and issues final decision within 10 working days.

If still dissatisfied

EXTERNAL ESCALATION

Refer to:

1. Trustmark Dispute Resolution
2. Civil Mediation chosen by the company
3. Where applicable Ombudsmen
4. Where applicable Third Party Scheme provider

Within 5 working days of resolution

CLOSURE AND FOLLOW-UP

Confirm closure in writing; update register; capture lessons learned and assign preventive actions.