

Ferguson Transport & Shipping Complaints Policy



Table of Contents

Document Review Sheet.....	3
Amendment Record.....	3
Review.....	3
1 Policy Statement.....	4
1.1 Scope.....	4
1.2 Responsibilities.....	4
1.3 Objectives.....	4
2 References.....	5

Document Review Sheet

The authorisations below certify that this document has been reviewed and accepted, and demonstrates that the individuals are aware of all the requirements contained herein and are committed to ensuring their provision.

	Name	Position	Date
Authorised by:	Frank Davidson	Head of SHEQ	02/06/2021
Reviewed by:	Tracy Cuthbert	Management Systems Controller	02/06/2021


Amendment Record

This document is reviewed regularly to ensure relevance to the systems and process that it defines. A record of contextual additions or omissions is given below.

Amendment Date	Revision Guide Page (Numbers)	Context	Initials
12/05/2021	Whole	Minor spelling/grammar amendments. Format updated to match other policies (title page, contents, amendment record, etc.). References updated. Details added to align with revised SHEQ policy.	KH

Review

This policy will be reviewed annually, or earlier, if the management of Ferguson Transport and Shipping feel that working practices or the working environment has significantly changed.

Name:	Frank Davidson
Position:	Head of SHEQ
Signature:	
Date:	02/06/2021
Date for Review:	02/06/2022

1 Policy Statement

This policy is intended to set out the values and principles underpinning Ferguson Transport and Shipping's approach to incoming complaints.

Ferguson Transport and Shipping recognises the importance of listening to employees, customers and third parties, especially when feedback comes in the form of a complaint. It is therefore policy that any complaints are dealt with effectively and efficiently. Where complaints are received from our customers, they will be resolved in conjunction with the customer's complaints policy.

1.1 Scope

This policy applies to all staff irrespective of their position within the company and exists to ensure that all complaints and other issues are dealt with as promptly, efficiently and effectively as possible.

1.2 Responsibilities

The policy aims to ensure that each issue or complaint is allocated to one single point of contact (SPOC) who will deal with the issue from start to completion. This provides reassurance and prevents the feeling of 'being passed from pillar to post'.

The SHEQ department assesses the legitimacy of initial complaints and registers them given they are founded before allocating the complaint to the appropriate manager who will become the SPOC for handling the situation.

1.3 Objectives

This policy will assist in ensuring that the company maintains its good trading name and its good relationships within the local and wider communities. The policy will also assist in ensuring that employees feel that any complaints they may have are taken seriously, addressed and resolved.

Ferguson Transport & Shipping will ensure that:

- All complaints/issues will be taken seriously and resolution will be prompt;
- All complaints/issues will be acknowledged within one hour of receipt;
- All complaints will be verified for authenticity before remedial work is attempted;
- All attempts will be made to resolve and close out all complaints/issues within two working days;
- If required, the Local Authority and/or SEPA will be notified;
- The complainant will be updated every day after submitting their initial report;
- In the event that a complaint needs to remain open for longer than five days to ensure a satisfactory conclusion, the complainant will be given a guideline as to when the complaint will be closed;
- All complaints/issues will be logged on the company's non-conformance register to ensure that a robust audit trail is maintained, root causes are identified and issues are closed out fully;
- All complaints/issues will be initially sent to SHEQ for assessment and registration. SHEQ will then allocate the complaint/issue to the appropriate manager to deal with to prevent escalation;

SAFETY BEYOND COMPLIANCE

Ferguson Transport (Spean Bridge) Ltd: SC156545; Ferguson Shipping (Kishorn Port) Ltd: SC317803
Registered Office: Annat, Corpach, PH33 7NN

QD39.3 12/05/2021

- Following any necessary investigation and the establishment of root causes and preventative action(s), the complainant will be updated as fully as possible by their allocated SPOC. This should be done verbally and followed with an email or letter;
- If a complaint/issue is investigated and deemed unfounded, the SPOC should update the complainant in the same manner and investigate why the complaint was made;
- The registered non-conformance report will be updated with full root cause analysis/investigation and preventative action(s) before being closed off by SHEQ; and
- If the complainant is dissatisfied with the outcome, they have a right of appeal to the Directors.

2 References

Complaints Procedure – HS100

Non-Conformance Procedure – QD53

Non-Conformance Log – QD05

Non-Conformance Report – QD04 & SMS08

Non-Conformance Result/Update Request – QD04(a)