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# Complaints Procedure

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## Introduction

At GRAHAM, we take great pride in our long-standing reputation of providing the highest quality standards to our customers, colleagues, business partners, suppliers, and the wider communities in which we work.

To enable us to continue to meet these high standards, we need you to give us any comments about our service, and to tell us when we get things wrong. We want to help you resolve your complaint as quickly as possible.

At GRAHAM we consider a complaint to be any expression of dissatisfaction with our service which calls for a response. We listen to your complaints and learn from them so that we can continuously improve our service.

We will treat your complaint confidentially, seriously, and as promptly as possible.

## How to Make a Complaint

You can make a complaint using the '[Get in Touch](#)' section of our website or you can put the information in a letter and send it to:

Marketing and Communications  
GRAHAM  
5 Ballygowan Road,  
Hillsborough  
Co. Down  
Northern Ireland  
BT26 6HX

We have a 2-stage complaints procedure. At each stage it will help us to resolve your complaint quickly if you can give us as much clear detail as possible and state that you are making a complaint in line with our procedure.

## Stage 1

This is our first opportunity to resolve any dissatisfaction you have experienced; the majority of complaints will be resolved at this stage.

We will acknowledge receipt of your complaint within five working days.

Your complaint will be directed to the relevant manager of the project or team to which it relates, and they will be asked to respond to the issue which has been raised.

You can expect a full response within 20 working days; this will outline the action we have taken to investigate the concern raised, include conclusions, and outline any additional changes or actions taken as a result of your complaint.

## Stage 2

If you feel that the problem has not been satisfactorily resolved at stage 1, let us know within 28 days of receiving our response and we will escalate your complaint to the director of the relevant project or team for review.

The outcome of this review will be communicated to you within 20 working days from the date stage 2 was triggered.

We aim to complete all complaints within the timescales set out above, however if a complaint is very complex, it may be necessary to extend these timescales. If this is the case, we will communicate this to you at the earliest opportunity, providing an update on the progress of our investigation and an updated timeframe for resolving your complaint.

## Vexatious Complaints

If properly followed, our complaints procedure will ensure complaints are resolved efficiently and effectively. However, there will be times when, despite all stages of this procedure having been followed, you may remain unsatisfied.

If the same complaint is continually sent through, we will respond to you in writing outlining that our procedure has been exhausted and that in our view the matter is now closed.

If further correspondence is received on this same complaint, then it will be considered vexatious and will not necessarily be acknowledged or responded to.

## Recording Complaints

We will maintain a log of all complaints that we receive so that we can monitor the types of problems arising, the best way to resolve them and how long we are taking to deal with them. This also helps us to take a closer look at how we can improve our own service delivery.

We will handle your information in line with data protection legislation.