

Complaints Policy

Purpose

OAT Commercial is committed to delivering a professional, reliable and high-quality Commercial Management service. Client satisfaction is central to our business, and we welcome feedback as an opportunity to improve our services. We aim to resolve concerns promptly, fairly and transparently.

- Provide a clear process for raising a complaint.
- Ensure complaints are investigated fairly and consistently.
- Resolve complaints promptly.
- Learn from feedback.
- Maintain professional client relationships.

Scope

Applies to clients, consultants, contractors, suppliers, members of the public and anyone receiving professional services from OAT Commercial.

Our Commitment

- Treat every complaint seriously.
- Respond promptly.
- Investigate fairly.
- Keep complainants informed.
- Seek an appropriate resolution.
- Use feedback to improve.

Professional Standards

OAT Commercial is committed to acting with integrity, professionalism and competence at all times.

What Is a Complaint?

A complaint is any expression of dissatisfaction relating to Commercial Management services, communication, delivery of services or professional conduct.

Informal Resolution

Concerns should be raised as early as possible. Many issues can be resolved through discussion before becoming formal complaints.

Formal Complaints Procedure

Stage 1: Written complaint acknowledged within two working days.

Stage 2: Investigation by the Director. Independent advice may be sought where appropriate.

Stage 3: Written response normally within 10 working days.

Stage 4: Resolution and implementation of any appropriate corrective actions.

Professional Indemnity

Professional Indemnity Insurance is maintained. Potential negligence claims will be managed in accordance with insurer requirements.

Alternative Dispute Resolution

Where appropriate, mediation, adjudication or other contractual dispute resolution procedures may be considered.

Confidentiality

Complaints will be handled confidentially and in accordance with data protection legislation.

Continuous Improvement

Lessons learned from complaints will be used to improve services and procedures.

Responsibilities

The Director is responsible for receiving, investigating and responding to complaints and reviewing this policy annually.

Review

Reviewed annually or following significant changes.