TSG
BUILDING SERVICES plc

Customer Complaints Procedure

Customer Complaints Procedure Statement

TSG are committed to delivering a fair, open and clear process for complaints and ensure a satisfactory outcome for all customers who raise a complaint. We provide thorough staff training in our internal complaint handling procedures and support staff in how to handle complaint situations in a face-to-face, written and/or telephone environment.

TSG values all forms of feedback and recognises its role in the importance in informing our processes and continuous improvement. As part of this feedback, we respect that complaints can provide valuable information and encourage people to contact us when they have a problem with our services.

We are committed to:

- Enabling members of the public, customers, residents to make complaints about TSG;
- Responding to complaints by taking action to resolve complaints as quickly as possible; and
- Learning from complaints to improve our services.

We treat every complaint we receive on its individual merits, through clear and consistent processes.

This policy sets out our intent and objectives for how we handle complaints, from offering a clear and approachable system for customers to complain, through to conducting root cause analysis on all complaints received to identify the how and who of the complaint and to implement measures to prevent reoccurrences where applicable.

Signed: **Date:** 2nd January 2026

Position: Chief Executive Officer & Owner

Customer Complaints Procedure

As a customer focused business, TSG believes the procedures and policies we have in place, provide us with a highly successful approach in providing excellent customer care and ensures that the number of complaints received is minimal.

However, we recognise that when residents or the general public make a complaint, it is because service delivery has failed and we need to undertake an appropriate investigation to ascertain the reason(s) why and where appropriate implement measures to improve service delivery.

TSG adheres to the Institute of Customer Services definition of a complaint and therefore believes a compliant for this contract would be:

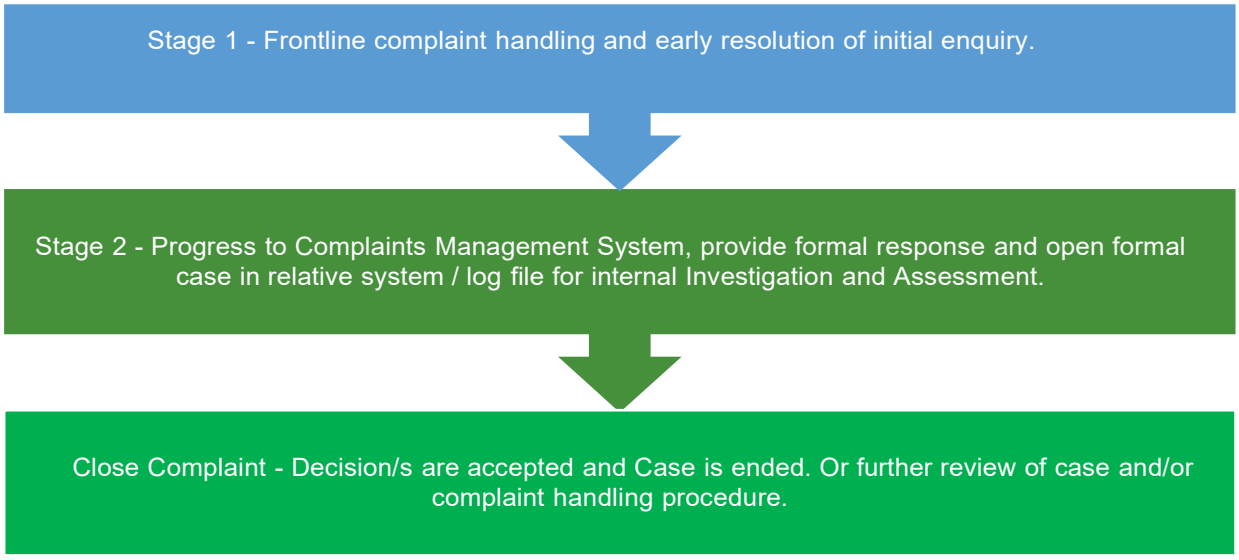
“A **Customer Complaint** is any communication a customer has with your company in which 'displeasure' is expressed.”

Any form of dissatisfaction will be regarded as a complaint. This is generally because something has gone wrong with the service and can be deemed as any contact from a resident which doesn’t take the form of an enquiry or a compliment and may take the form of any Formal or Informal contact to TSG Building Services PLC. All of the above would need investigating via TSG’s robust complaints handling procedure.

As soon as a complaint has been received, our staff would act in accordance with our **Complaint Handling Procedure** and **Complaint Management System** as well as any other internal documents providing guidance on the management of complaints and those of the Client.

We have streamlined our Complaints Handling Procedure into just 2 Stages.

Complaint Handling Procedure



Stage 1 - We aim to resolve complaints at the first frontline level. A complaint may be made in person, by phone, by email or in writing. All complaints initially are classed as enquiries and dealt with by the Contract Administration Staff and/or the Team Leader. We have empowered our Team leaders and RLO Manager to deal with most small claims and complaints for damage on the spot, up to a pre-agreed amount of compensation, so they don't become bigger complaints. Our Customer Administration Team are in place to take calls from residents regarding any recalls/defect requests or complaints. Where the complainant rejects frontline communication, we would investigate if the enquiry can be further investigated at frontline before escalating to Stage 2. Where this is not possible/unsuccessful, or deemed a higher enquiry level, we would escalate the matter into Stage 2.

Stage 2 - This second level of enquiry handling will provide for the investigation and assessment of the case and take into account any attempts to resolve at frontline.

We will aim to resolve stage 1 and stage 2 complaints with 10 working days, unless otherwise stated within contract documents.

Where a tenant making a complaint is dissatisfied with the outcome of Stage 2 of the complaint, they may seek an external review of our decision (e.g., by the Client/Ombudsman).

Complaints are recorded in a Case Management System so that information can be easily updated, audited and then retrieved for reporting and analysis.

Regular reports will be run on:
- The number of complaints received and the amount of redress
- The outcome of complaints, including matters resolved at the frontline
- Issues arising from complaints
- Operational issues identified, and the number of requests we receive for internal and/or external review of our complaint handling.

Regular analysis of these reports will be undertaken to monitor trends, measure the quality of our customer service and make improvements.

Reports and their analysis will be provided to our Managing Director and Operations Director for review of the Contract Operations.

Complaint Management System

There are five steps in our complaint management system:

1. Receipt of Complaint

Unless the enquiry has been resolved at frontline, we will record the enquiry and its supporting information into our Case Management System as an official Case and assign it to our IMS controlled complaint log file with a unique identifier.

Our Case Management System will be used to audit the case including:

- The nature of the complaint
- Issues raised by the tenant making a complaint and the outcome/s they want
- Actions taken thus far
- Supporting documentation (photographs, call recordings, emails)
- Date opened

2. Acknowledgement of Complaint

We will acknowledge receipt of the Case in writing (i.e., email or letter) within **5 working days** to confirm whether the issue/s raised in the complaint is/are within our control, unless otherwise stated within contract documents. This being the case we supply an eta as to the Investigation/ Assessment duration. We will also provide the name of the Contract Administration Manager / Team Leader who is responsible for investigating the complaint.

We will also consider the outcome(s) sought by the tenant making a complaint and, where there is more than one issue raised, determine whether each issue needs to be separately addressed. We will advise our client that we have received a complaint, the nature of the complaint and an estimated time of investigation and resolution

3. Investigate and Assess the Complaint

When investigating the complaint, we will prioritise accordingly based on:

- How serious, complicated or urgent the complaint is.
- Whether the complaint raises concerns about people's health and safety.
- How the tenant making the complaint is being affected.
- The risks involved if resolution of the complaint is delayed, and whether a resolution requires the involvement of other organisations.

We will assess the complaint based on:

- Information gathered from the issue, product, damage etc. and research against the claims made in Step 1.
- If need be, arrange for a Supervisor or RLO to visit the tenants property (with a HSG Officer if required) to witness the issue/damage in person and take photographic evidence.

We will keep the tenant up to date on our investigation/assessment progress by phone/mobile, particularly if there are any delays.

We will also communicate the outcome of the investigation/assessment via email to the Client.

4. Providing reasons for decisions

Following consideration of the complaint and full investigation/assessment, we will write to the tenant within **10 working days**, advising:

- An **apology** to the resident that they have felt the need to make a complaint and where it is found that TSG are at fault
- Full breakdown of the outcome of the case and any action we took
- The remedy or resolution(s) that we have proposed or put in place, and any options for review that may be available to the complainant, such as an internal review, external review or appeal.
- The reason(s) for our decision
- Delivery time of any redress

Private Resident Notification

If you are a Private Resident who has purchased a Renewable Energy Installation System from TSG, and you are dissatisfied with the solution we have offered, or if you are not entirely satisfied with our response to your dispute; You are able to escalate your enquiries to the Microgeneration Certification Scheme 'MCS' by email or by telephone as follows:

mcscomplaints@mcscertified.com

0333 103 8130

If your installation was funded by the ECO 4 scheme you can also contact 'RECC Green Homes Dispute Resolution' by email or by telephone as follows:

hello@ghdr.org.uk

0204 616 0015

5. Closing the complaint, record keeping, redress and review

The tenant will be given a final 10 days from date of decision to accept or decline. The case will be considered closed if no response received within this time. The Case Management system will be updated with:

- How we managed the complaint.
- The outcome/s of the complaint (including any aspect not substantiated and corresponding further actions required to follow-up.
- Recommendations made to address problems identified, redress value, All TSG and Client staff involved.
- Date closed

The IMS controlled complaint log file is supplied the case closure date and all outcomes are reported to the Managing Director and Operations Director.

The IMS has implemented individual complaint logs, per department to ensure each department are recording, monitoring and managing the complaints. The IMS will review and ensure each department are following the complaints procedure. For example, the Fleet Department are responsible for recording, monitoring and managing their own complaints, whilst the IMS Department are responsible for reviewing their process on this matter.

All complaints logs are stored on TSG's central drive, where employees have access to these to record and monitor the complaints for their department.

Monitoring of the Complaint Management System

Our IMS will review our complaint management system yearly to:

- Ensure its effectiveness in responding to and resolving complaints, and identify and correct deficiencies in the operation of the system.
- Ensure all areas of Complaint Handling are within the boundaries of our Privacy Policy and in accordance with the Data Protection Act 1998 and the General Data Protection Regulation 2018 (GDPR). REGULATION (EU) 2016/679.
- Implement best practices in complaint handling

Continuous Improvement

We are committed to improving the effectiveness and efficiency of our complaint management system. To ensure this, we:

- Support Client and Tenant feedback.
- Regularly monitor the complaints management system and complaint data, and implement appropriate system changes arising out of our analysis of monthly complaints data at Operations Management Level.

Where individual contract documents specify response times, the times in the contract documents will supersede the response times within our procedures and will be adhered to.

Responsibilities

All line managers and heads of department are responsible for ensuring compliance with this policy. The Human Resources Department will give support.

Overall responsibility for the effectiveness of the policy lies with Rebecca Dewis, Head of Health, Safety and Compliance, and Gemma Redgewell, Complaints Manager.