

POLICY DOCUMENT

Cardo Group Limited

COMPLAINTS POLICY

1. Introduction.

Cardo Group is committed to putting all of our customers first and our experience tells us that by delivering works on the first attempt reduces complaints, increases efficiency for us and reduces cost to our Customer.

Our efficient and bespoke systems of work will support our ability to deliver quality repairs on the first time of asking.

Our Managers and Directors will remain proactive in ensuring delivery of an effective and quality service is maintained at all times through quality checks, satisfaction survey audits and employing the right trade for the right job.

2. Complaint handling.

Should a situation arise, all formal complaints are dealt with in accordance with our formal complaint's procedure which will be reviewed to make sure it is in line with our Customers' Complaints Process. Our Helpdesk is trained and experienced in dealing with queries and complaints to ensure that:

- The calls are dealt with in a constructive and professional manner at all times.
- We will always be honest and transparent with our findings with all parties.
- Our process is easy for Customers for use.
- We listen to the concerns of the Customers to aid us to resolve them.
- All complaints are brought to the attention of the Operations Manager and Directors.
- Complaints are logged in our central database and reviewed on a monthly basis as part of our Operational reporting to highlight trends and continuous improvement.
- Where required, we will align our reporting timelines with specific clients including general complaints and specific complaints via third parties i.e. councillor or local MP complaints.

3. Who will deal with your complaint?

At stage 1, Our Office and Contracts manager along with our onsite supervisors are critical in reporting and understanding a complaint that has been made and are responsible for managing and resolving all complaints.

Our office manager is responsible for logging all complaints and distributing to the relevant contracts manager and supervisor, informing them of what the issues are that have been raised and a timeline that it needs to be resolved within.

4. Escalation of a complaint.

At stage 2 and where a complaint hasn't been dealt with in a satisfactory manner, we have an escalation process whereby the complaint is allocated to our Operations manager, who will then take ownership of the complaint.

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They will review the details provided from Stage 1 of the complaint and review as to whether the initial outcome was fair and balanced. If not, the Operations manager will discuss directly with the complainant to reach an amicable outcome.

Further to stages 1 and 2, if the complaint is still not satisfied with the outcome, there is the option to raise to Stage 3 and will be fully reviewed by a company director.

Any further dissatisfaction will need to be raised to the client senior team where applicable or to the ombudsman where there is a deadlock scenario.

5. Receiving anonymous complaints.

In the event of receiving an anonymous complaint, we will continue to log the details reported as normal. We will also continue to investigate through the normal channels and will corroborate what has been reported. We will always look to find areas for improvement, the only difference for us is we cannot report to someone who is unwilling to offer up their details.

We are conscious of vexatious and unreasonable complaints and where required will liaise with our client accordingly and respond appropriately.

6. Policy review.

We will review this policy annually and where required define specific procedures for clients and their own specific needs.

Authorised Signatory: 

Printed: Liam Bevan, Director

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