

Complaints Handling Policy

At Jacobs we view complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person that has made the complaint.

Top management is committed to:

- Satisfying relevant requirements by ensuring that customer and applicable statutory and regulatory requirements are determined, understood and consistently met.
- Continual improvement of the Complaints Handling process by ensuring that the risks and opportunities that can affect conformity of services are determined and addressed, and that the focus on enhancing customer satisfaction is maintained.


Top management shall:

- Ensure that objectives in relation to complaints are established and are compatible with the context and strategic direction of the Company. Complaints objectives have been set and are maintained as part of the internal auditing, monitoring and management review process.
- Provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint.
- Publicise the existence of our complaints procedure so that people know how to contact us to make a complaint.
- Make sure everyone at Jacobs knows what to do if a complaint is received.
- Make sure all complaints are investigated fairly and in a timely way.
- Make sure that complaints are, wherever possible, resolved and that relationships are repaired.
- Gather information which helps us to continually improve what we do.

At Jacobs we operate a Complaints Handling System that complies with the international standard ISO10002:2018.

This policy will be communicated to all employees. All employees are expected to co-operate and assist in the implementation of this policy.

This policy will be made available to customers and any interested party upon request and shall be reviewed on an annual basis by top management and updated as required.

Signed	
Date	02/12/2019
Reviewed	25/05/2023