

# Tecknuovo Complaints Procedure Policy

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## 1. POLICY STATEMENT

- 1.1 We are committed to providing a professional and high-quality service to our professional contractors and sub-contractors ("Associates").
- 1.2 We take all complaints and issues seriously. It is important that if you do not receive the service you are expecting from us, or you have a complaint regarding the conduct of our staff, Associates, or any third party you have dealings with on a customer project; or any issue or concern relating to any customer project, that you inform us so we can deal with your complaint efficiently and effectively, and support us in ensuring continuous improvement in our service and standards.

## 2. RAISING A CONCERN

- 2.1 All issues, complaints and concerns should be raised with your Tecknuovo point of contact or account manager in the first instance. If, however, your complaint is of a sensitive or confidential nature, you may raise your complaint or concern directly with us by email. Please address your concerns to the Complaints Team at [compliance@tecknuovo.com](mailto:compliance@tecknuovo.com).
- 2.2 All issues and complaints will be acknowledged by email or letter within 5 working days of receipt. of receipt. Your issue or complaint will be logged centrally and an investigation will be conducted by us.
- 2.3 Any investigation may include the following steps:
- (a) Appointing an investigating point of contact
  - (b) Reviewing existing correspondence records to ascertain facts and the sequence of relevant events
  - (c) Asking our staff who you have dealt with for a response to events to assist the investigation
  - (d) Seeking further information from you in order to assist in the investigation process
- 2.4 A formal response to your issue or complaint will be issued by an appropriate member of our leadership team (**Senior Escalation**). If the Senior Escalation considers it appropriate, they may seek to discuss the events surrounding the complaint in more detail with you before responding.
- 2.5 All issues and complaints will be responded to within 14 working days. If we cannot send a full reply within this time period we will tell you the reason why and provide you with a timescale for our reply.

- 2.6 If you are dissatisfied with our response, you may request a review by the Chief Legal Officer to [compliance@tecknuovo.com](mailto:compliance@tecknuovo.com). Your request for review will be acknowledged within 5 working days of receipt and responded to within 14 working days.

### 3. CONFIDENTIALITY

- 3.1 We will deal with your complaint or issue in confidence, and we will only involve those persons who are strictly necessary to ensure a fair investigation and full response to you. We do not encourage anonymous reporting as any investigation may become very difficult or impossible if we cannot obtain further information from you for our investigation. It is also more difficult to establish whether any allegations are credible and have been made in good faith.

### 4. EXTERNAL DISCLOSURES

- 4.1 The purpose of this policy is to give you the opportunity and protection you need to raise your concerns internally without reporting the concern to external bodies. It is, therefore, expected that raising concerns internally will be the most appropriate action to be taken in almost all cases and so you must try to do so.

- 4.2 The law recognises that in some exceptional circumstances it may be appropriate to report your concerns to an external body such as a regulator. It will very rarely if ever be appropriate to alert the media. We strongly encourage you to seek advice before reporting a concern to anyone external. The independent whistleblowing charity, **Protect**, operates a confidential helpline. They also have a list of prescribed regulators for reporting certain types of concern. Their contact details are:

**Website:** [protect-advice.org.uk](https://protect-advice.org.uk)

**Advice line:** 020 3117 2520

**Contact form:** <https://protect-advice.org.uk/contact-protect-advice-line/>

- 4.3 You are permitted by law to express a legitimate concern to a third party if you genuinely believe it is something which falls within their legal remit or responsibility. However, we encourage you to report such concerns with us first. You should contact those individuals set out in paragraph 2 for guidance.

### 5. PROTECTION AND SUPPORT FOR THOSE RAISING CONCERNS

- 5.1 Staff must not threaten or retaliate against those who raise concerns in any way and no Associate may suffer detrimental treatment as a result of raising a genuine concern in good faith. Anyone involved in such conduct will be subject to disciplinary action. If you believe you have suffered any detrimental treatment, please inform us immediately.

## 6. RESPONSIBILITY FOR THE SUCCESS OF THIS POLICY

- 6.1 The board has overall responsibility for this policy, and for reviewing the effectiveness of actions taken in response to concerns raised under this policy. All managers and other staff who deal with concerns raised under this policy receive
- 6.2 Regular and appropriate training.
- 6.3 This policy is reviewed from a legal and operational perspective on an annual basis.
- 6.4 You are invited to comment on this policy and suggest ways in which it might be improved. Comments, suggestions, and queries should be addressed to [feedback@tecknuovo.com](mailto:feedback@tecknuovo.com).