

# Policy

## Complaints

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If you have a complaint about Scott White and Hookins or any aspects of our work, this document sets out the procedure we will follow in dealing with that complaint.

1. All formal complaints must be made in writing to either the Director in charge of the job you are complaining about, or a Director in the office concerned with that complaint.
2. Once the Director has received your complaint, they will respond, in writing within thirty days.
3. If the complainant is dissatisfied with any aspect of the handling of the complaint, or the outcome of the complaint, they should contact the Senior Director at the office where the complaint was originally made in the first instance.
4. If they are still unsatisfied, the complainant should write to the Managing Director of our Company.

Douglas Alcock  
Scott White and Hookins  
Harman House  
Andover Road  
Winchester  
Hampshire  
SO23 7BS

5. If they are still unsatisfied they should contact the appropriate professional body.
6. Once resolved, the Project Engineer/Associate/Director should complete an External Feedback Form, giving brief details of the complaint and how it was resolved together with copies of any relevant correspondence. This documentation should be forwarded to the BMS Manager who will record the complaint and use the information for statistical and any other reason as appropriate.

Director Responsible	Last reviewed	Next review
Douglas Alcock	March 2022	March 2023