



# P Crawford (Contracting) Ltd

Agricultural, Landscaping & Groundworks

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## Feedback & Complaints Procedure

Feedback from clients can be either positive or negative.

Feedback/complaints may be received by a number of means:

Verbal – face to face  
Verbal – via telephone  
Electronically – via e-mail  
Electronically – via website  
Electronically – via message (Text, WhatsApp, Social Media, etc)  
Written – by written letter

### Feedback/Complaints Procedure

On receipt of feedback/complaint, it is vital to act promptly:

- Determine the respondent's name, address and contact details
- Determine the individual job/Enquiry Number
- Review the feedback/complaint
- Determine the nature of the feedback/complaint in context of the job specification
- Enter the feedback/complaint onto the Enquiry record for the job number (Feedback Tab)
- Contact the respondent in a timely manner – response should be within 24 hours of the feedback/complaint
- Record this contact onto the Enquiry record for the job number (Feedback Tab)
- If required by the respondent, arrange a site visit to review the complaint in a timely manner – visit should be within 48 hours of receipt of the complaint
- Record the site visit arrangement onto the Enquiry record for the job number (Feedback Tab)
- Investigate the nature of the complaint with the respondent and record on a PCC Site Visit Form
- With the respondent's permission, take a photographic record of the complaint

- Record the investigation and photographic evidence onto the Enquiry record for the job number (Feedback Tab)
- If the works are not to specification/acceptable standard, arrange for a timely rectification of the error - should be within 48 hours of receipt of the investigation, unless dictated by the respondent/other factors
- Re-inspect the works during, or upon completion and determine whether the respondent is satisfied with the works
- If the works are found not to be to specification by the respondent, they may wish to discuss compensation. This **MUST** be reviewed by a Company Director/Senior Manager
- If the works are to specification/acceptable standard explain this to the respondent and gauge their response to this
- If the respondent was expecting a different outcome, and this was not included within the specification agreed for the works, discuss the additional works required with the respondent
- If the respondent requires additional works, arrange for provision of a quotation by recording the works on a PCC Site Visit form
- Record all discussions and observations on a PCC Site Visit Form
- Record this contact onto the Enquiry record for the job number (Feedback Tab)
- Record the outcome of the decision on onto the Enquiry record for the job number (Feedback Tab)

## Review Procedure

Review the feedback/complaint with the operatives/manager responsible for the works

Review if PCC operating procedures/RAMS were followed

Review whether there is a requirement to amend operating procedures/management

Review whether any commendation/disciplinary review is required

Update the feedback/complaint onto the PCC Complaints Log – this will enable on-going review of feedback/complaints and drive continual improvement in PCC standards.

The policy review date is Dec 2026.

Signed:



NAME Peter Crawford

TITLE Director

DATE 12/01/2026