

JOHN O'SULLIVAN

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BUSINESS DEVELOPMENT
MARKETING COMMUNICATIONS
CORPORATE SOCIAL RESPONSIBILITY

COMPLAINTS POLICY STATEMENT

John O'Sullivan is committed to excellence in service delivery. An approach to customer care has been established to ensure that expectations are met through the highest professional levels of service, workmanship and Best Value, and delivered through a teamwork approach by helpful, knowledgeable and well-trained staff.

John O'Sullivan is also committed to continuous improvement of service delivery, an important aspect of which is feedback from customers on any aspect of our service they are unhappy about.

Complaints - A Definition and Response

John O'Sullivan defines a 'Complaint' as a formal expression, written or verbal, of dissatisfaction with the service provided by him or any of his employees, contractors or representatives. This can include unsatisfactory workmanship or work not undertaken in the prescribed manner or time frame, or about its actions or lack of action, or about the standard of perceived service or courtesy provided by John O'Sullivan.

If any one does have a complaint about any aspect of John O'Sullivan's service they can be completely assured that:

- There will be no form of discrimination against them in future as a result of their complaint.
- Our personnel and contractors will not be offended by their complaint
- Their confidentiality will be fully respected, as far as this is practically possible.

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Project Management