

hbrutherford complaints procedure

HBR's Mission Statement

The H. B. Rutherford's mission is to help provide the highest quality product to meet our customer's expectations and budgets. To ensure an enjoyable, comfortable and safe working environment for our highly trained, motivated and contented work force. We need to be perceived by our customers as giving a high quality of service with prompt caring attention to detail.

Complaints against HBR

1. We are committed to working in an open and accountable way that builds the trust and respect of all our shareholders. This includes responding positively to complaints by putting right mistakes where we can, and learning from their lessons. This document defines what we mean by 'complaints' and sets out our procedure for dealing with them.

What is a complaint?

2. A complaint is more than purely an objection to the merits of a decision or action by the HBR or its staff. A complaint is a claim of impropriety, irregularity, misconduct, poor performance or ineffectiveness. In other words, a complaint is concerned with the manner in which a decision has been made or action taken, rather than with the decision or action itself. This can include undue delay or failure to act or make decisions.
3. This procedure covers complaints from people who are not employed by the HBR. There are existing procedures for whistle blowing and staff grievances. Where your complaint is not against the HBR but against another body then we will give you what advice we can as to how your complaint could be pursued.

How to complain

4. In the first instance, if you have a complaint which you consider should be dealt with by the HBR then you should write to the member of staff who dealt with you, or their manager, so that they have a chance to put things right. In your letter you should set out the details of your complaint, the consequences for you as a result, and the remedy you are seeking. You can expect your complaint to be acknowledged within seven working days of receipt. You should get a response and an explanation within 20 working days.
5. If you are not satisfied with this response then you can write to the HBR Executive Secretary (Mr Stuart Wright) and ask for your complaint and our response to be reviewed. You can expect the Executive Secretary to acknowledge your complaint within seven working days and to respond within 20 working days. The Executive Secretary will give you reasons for upholding or revising our original response.

Appeals, exclusions and costs

6. If the panel identifies gaps in the information, then it may approach either you or HBR staff to supply what is missing. You will have the chance to reply to any fresh information supplied by HBR staff.
7. When the panel has considered your complaint, then its decision and the reasons will be sent both to you, the Executive Secretary within 10 working days of considering your complaint. It is open to the panel to recommend reforms and remedies to the Executive Secretary. The panel may also suggest the basis of a settlement or reconciliation between you and the HBR.
8. You cannot appeal against the panel's decision, but if you send any fresh information to the HBR Executive Secretary then it will be put to the panel and it will review its decision if appropriate. The panel is the final HBR process for dealing with complaints. This does not prevent you using other processes (such as complaining to the Parliamentary Ombudsman) but we would like the opportunity to put matters right first ourselves.
9. The panel will not consider a complaint that is the subject of legal proceedings or judged by the panel chair to be trivial or vexatious. Complaints of financial impropriety will be referred to by internal audit service Four M.
10. You will not be expected to pay anything towards the cost of the panel's work. We will pay its expenses and operating costs such as postage and copying. You will, however, be expected to pay your own costs, although it is open to the panel to recommend in certain cases that we should contribute towards your costs.

Further information

11. If you have questions about this procedure then please contact:

Stuart Wright

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