



Introduction

StadiumTM ensures that all complaints will be treated seriously, promptly and in confidence. We will also ensure to review complaints to improve our service.

We take a categorised approach to complaints depending on the source and nature of complaint being submitted.

Client Complaints

It is the responsibility of the client to notify Stadium TM at the earliest opportunity if they are not satisfied with the services of the company, so that, wherever possible, this may be brought to the attention of the company at the appropriate time.

Client complaints must be first submitted to their appointed contracts manager for immediate investigation. You will receive frequent updates on the status from thereon until conclusive findings can be shared with you. Where appropriate, you will be advised of remedial steps the company will take in response to the findings.

Should you feel the matter remain unresolved, the client is entitled to escalate this for Director-level attention. A client wishing to make a complaint must make it writing to Head Office at Stadium TM:

**HDTI Building,
Puma Way,
Coventry University Technology Park,
Coventry,
CV1 2TT**

Alternatively, you may submit electronically to info@stadiumtm.co.uk , subject matter titled "Confidential – Complaint" where the matter will be passed to the most appropriate director for which your matter concerns in order to arrive at a conclusive position.

Staff Complaints

This procedure relates to handling of staff complaints about co-workers, mid management or senior management.

These must be first submitted to the respective operations manager of the work activities in question whom will follow-up with a full response.
If you wish to escalate the complaint you may do so, writing via e-mail or letter, to the StadiumTM HR Director:

Ms Lorraine Baillie
l.baillie@stadiumtm.co.uk
HDTI Building
Puma Way,
Coventry University Technology Park,
Coventry,
CV1 2TT

You must provide details of your complaint, including your operations manager's response and supporting justification for escalating the matter to the StadiumTM HR Director.

All complaints will be investigated directly by the HR Director and the complainant will be responded to either orally/writing within 7 working days.

Stakeholder Complaints

Stakeholders include any 3rd parties who have been impacted by StadiumTM's work activities whom wish to submit a formal complaint.

Complainants are requested to submit their complaint in writing to
info@stadiumtm.co.uk

This will be passed to the respective operational point of contact overseeing the work activities in question. This will be investigated you will receive a response within 7 working days. Complainants will be notified if we consider additional time is required in order to fully investigate to complaint.

Should you be dissatisfied with the response, you are entitled to request an escalation to a senior director. The director will make a determination of the company's final response to your complaint with a view to resolving the matter.



David McAtamney
Managing Director

01/04/2018

Date

Document Information

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Version History

| Version | Date released | Originator | Authorised | Comments |
|----------------|----------------------|-------------------|-------------------|--|
| V2 | 11/06/2017 | Jack Taft | Lorraine Baillie | Contact details change |
| V3 | 16/05/2017 | Jack Taft | Lorraine Baillie | Removal of text RE Oral Hearings. Complaints are now categorised with unique steps for resolution. |
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