



Customer Care & Complaints Procedure Policy

P H Beck Ltd
3rd Floor
19 North Street
Portslade
BN41 1DH

Overview

The Directors of P H Beck LTD are committed to implementing, monitoring and continuously improving the high level of service it provides to its customers, their professional representatives and other supply chain partners.

It is intended that this statement will emphasise the standards of quality and service the company is intent upon providing and offer the reassurance that any item which does not achieve the required standard will be promptly addressed and adequately resolved.

We encourage and welcome open and constructive dialogue at every stage of the Conception, Design, Construction and Management process between all members of the 'Construction Team' and our clients who are impacted by our activities. Our experience has proven without doubt that this ensures the best route to a successful project. Issues raised will be fairly considered and any improvements identified will be implemented.

Complaints

To continuously improve our high level of service to our customers we expect complaints and defect issues to be dealt with promptly to the satisfaction of the customer. We have a documented complaints procedure with all complaints/defects being categorised as follows: -

- Category 1 Emergency immediate action; -
- Category 2 Urgent resolved within 48 hours; and –
- Category 3 Normal resolved within 7 to 14 days.

Complaints can be made by calling 01273 262720, emailing info@phbeck.co.uk or in writing to
P H Beck LTD
3rd Floor
19 North Street
Portslade
BN41 1DH

Records

All complaints are recorded, this enables us to monitor any pattern's which may occur in complaints in order for us to continually improve our service.

Customer Care

The Company has appointed a Customer Liaison Officer within the organisation who the single point of contact will be and will be responsible for ensuring that any defects or complaints are promptly dealt with to the satisfaction of the customer. The Customer Liaison Officer is responsible to the Managing Director and reports to all parties on a regular basis and most importantly, liaises with Clients promptly on actions implemented.

Client / Customer Liaison

Close liaison will be maintained between a Director and the Client throughout the construction process. On completion random customer / client satisfaction surveys will be undertaken via phone to which they can submit their views on key issues, including Quality, Performance, Relationships, Health & Safety, Consideration, Level of information provided etc

Complaints Form.

Person Making Complaint;

Date;

Address where complaint is for;

Name;

Details of complaint;

Signature of person making complaint;

For Office Use Only


Name of employee addressing complaint;

Date;

Comments;

Category;

Signature of employee addressing complaint;



Neil Haughton
Managing Director

Mark Dennison
Director

Dated: 04.03.2026

Reviewed: 09.01.2019
16.01.2020
15.01.2021
02.02.2022
09.01.2023
29.01.2024
28.07.2025
04.03.2026

Version	Date	Improvement	Status	Approved by:
V1	Feb 2022	Document control added	Issued	CB