



COMPANY POLICY

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Complaints Policy

1. Our commitment

OJD Services Limited aims to get every hire right — the right machine, on time, ready to work. When something falls short, we want to hear about it. Complaints are handled quickly, fairly and without prejudice to the complainant, and every complaint is treated as an opportunity to improve the service we provide.

2. How to make a complaint

Complaints may be raised with any member of staff, or directed to our office:

- Email: **hire@ojdservices.co.uk** — please mark the subject line "Complaint".
- Post: OJD Services Limited, 116 Duke Street, Liverpool, L1 5JW.

It helps us to have the hire reference or machine details, the dates involved, and what outcome you are seeking — but a complaint will never be rejected for lack of paperwork.

3. What we will do

- **Acknowledge** your complaint within two working days of receipt.
- **Investigate** — the complaint is allocated to a person with the authority to resolve it, who was not directly involved in the matter wherever practicable.
- **Respond** with our findings and any remedial action within ten working days. If the investigation needs longer, we will explain why and give a revised date.
- **Escalate** — if you are not satisfied with the response, the matter is referred to the Director, whose review is our final internal stage.

4. Learning from complaints

All complaints are logged, and the log is reviewed by the Director so that recurring themes are identified and addressed — whether that means changes to maintenance, transport, paperwork or training. Nothing in this policy affects a customer's statutory rights.

Oleta O'Grady

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Director, OJD Services Limited

Signed: **14 November 2022**

Reviewed: **Annually**