



COMPLAINTS

1.0 STATEMENT OF POLICY

TNG Consulting Engineers Ltd supplies its business services to the best of its ability and within the requirements of the law and expectations of society.

To support this, it is TNG's Policy to:

- > maintain an audited BS EN ISO 9001:2015 **Quality Management System**, that provides a process-based approach to working.
- > maintain a set of **Company Policies** that describe its legal, ethical and competency intentions. Certificates and Policies shall be available on request to headoffice@tngce.co.uk.
- > provide a procedure in which any Employee can raise a legitimate business concern through its **Disclosure Policy**.
- > **investigate complaints** about the services we provide, our business activities, or the actions, omission or behaviours of our people, at the earliest possible time and in a fair and non-discriminatory way.

Any Claimant wishing to raise a concern or make a complaint about the way in which we provide our business services, and any of our activities whilst we are providing this service, may do so using the **Complaints Procedure**.

2.0 COMPLAINTS PROCEDURE

All concerns and/or complaints should be made in writing and be addressed to the **Managing Director**, or any other Board Director if appropriate. Send to: **TNG, 31 Carlton Crescent, Southampton, SO15 2EW**, and mark Private and Confidential.

Complaints can also be sent to a Director's personal email address which can be obtained by telephone; +44 (0)23 8022 5900 or email; headoffice@tngce.co.uk. Complaints should not be directed to any other person(s).

A Claimant should only raise a written concern or complaint, if a potential risk, malpractice or impropriety is; happening now, took place in the past, or is likely to happen in the future. Examples of these concerns could include:

- financial malpractice, bribery, corruption or fraud;
- impropriety;
- failure to comply with a legal obligation;
- danger or risk to Health & Safety, or the Environment;
- criminal activity;
- discrimination, harassment or victimisation;
- improper conduct or unethical behaviour ;
- attempts to conceal any of these.



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An individual should also only raise a concern or make a complaint if:

- they wish the concern/complaint to be investigated;
- the concern/complaint is made in good faith;
- they intend to show potential danger/risk, malpractice or impropriety.

The Claimant shall be required to provide exact details and any evidence of the concern/complaint and all information provided shall be considered in an investigation.

2.1 CONFIDENTIALITY

TNG encourages individuals to put their name to any concern/complaints they make. The Company will treat all concerns/complaints in a confidential and sensitive manner, so long as it does not hinder or frustrate any investigation. Concerns expressed anonymously may be considered at the discretion of the Board with the following factors taken into account:

- the seriousness of the issues raised;
- the credibility of the concern;
- the likelihood of confirming the allegation.

2.2 INVESTIGATION

On receipt of a valid concern and/or complaint, an Investigating Officer will be appointed. They shall follow the Investigation Procedure; this comprises the following steps:

- a) Full details and clarification of the concern and/or complaint shall be obtained and shall be recorded using the standard Company Complaint Report.
- b) If the complaint is linked to the services that are provided by TNG, the complaint shall be directed to the Managing Director, who shall nominate an Investigating Officer.
- c) If the complaint is directed towards an Employee, the Investigating Officer shall inform the member of Staff against whom the complaint is made as soon as is practically possible.
- d) The Investigating Officer shall consider the need for the involvement of the Police if it is felt that any criminal activity may have taken place; and shall consult with the Managing Director and HR Director.
- e) The concern/complaint shall be fully investigated by the Investigating Officer with the assistance, where appropriate, of other individuals/bodies.
- f) The Investigating Officer shall make a judgement based on actual evidence and validity of the findings. The judgement will be detailed in writing on the Complaint Form along with the findings of the investigations and reasons for the judgement. The report will be passed to the Managing Director for action and approval.
- g) The Managing Director (or another Board Director not connected to the complaint) shall decide what action to take. If the concern/complaint is shown to be justified, the Company shall take corrective action (which may result in disciplinary, or other appropriate procedures where applicable).
- h) The Claimant shall be kept informed of the progress of the investigations and, if appropriate, of the outcome. **All responses to the Claimant shall be made in writing.**



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2.3 UNSUPPORTED ALLEGATIONS

If an individual makes a Complaint in good faith, which is not confirmed by subsequent investigation, no action shall be taken against that individual. In making a Complaint however, the individual should exercise due care to ensure the accuracy of the information.

If an individual makes malicious or unreasonable allegations, and particularly if he or she persists with making them, the Investigating Officer and/or Managing Director shall consider taking action against the Claimant.

2.4 UNSATISFACTORY OUTCOMES

If the investigation finds the allegations unsubstantiated once all internal procedures have been exhausted, and the Claimant is not satisfied with the outcome of the investigation, the Company recognises the lawful rights of individuals to make disclosures to prescribed persons (such as the Health and Safety Executive, ACAS, the Environment Agency, or other regulators); or, where justified, elsewhere.

3.0 DECLARATION

This Policy is fully supported by the Board of Directors. We shall ensure that this Policy is available to our Employees, Clients and other Business Colleagues.

Signed: 

Russell Pitman, Managing Director

Date: 12-09-2024

This Policy shall be reviewed and resigned annually.