

This policy details how complaints against Thomas Plant Hire (hereby referred to as “the company”) should be addressed to ensure compliance with laws and regulations relating to complaints handling.

All employees and representatives associated with company are responsible for adhering to this policy and must ensure all complaints made verbally, by phone, by email or in writing are dealt with timely and to the guidelines set out in this policy.

The company values its reputation and therefore will implement the following goals:

- We will ensure that complaints made against the company are dealt with in a timely manner and updates are communicated with the complainant
- We will develop and promote our policy and procedures on a regular basis
- We will ensure all complaints are kept confidential and handled sensitively
- We will educate and inform all employees and associates of the companies with the correct procedures for complaint handling
- Where possible, the company will resolve complaints and review procedures for future avoidance
- We will publicize the existence of our complaints procedure so that people know how to contact us with a complaint

Mr. Wyn Thomas
Managing Director

22/01/2025

Signed

