

## Integrated Management Systems Procedures

<b>Title:</b> Stakeholder Management Complaints & Feedback  <b>Ref:</b> IMS		<b>Document Number:</b>	STY/C&E/PRO01												
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<b>Context:</b> This procedure relates to Story Contracting Ltd and is applicable to the stated scope of certification <b>“The provision of civil engineering, rail, building contracting, and the provision of structural, geotechnical and geo-physical inspection and testing services.”</b>  This procedure considers, interested parties and legislative requirements as documented within the company legal register <a href="#">Legislation-Compliance-Matrix</a> and environmental aspects and impacts, as detailed within the Environmental Aspects and Impacts register <a href="#">Environmental-Legislation-Compliance</a> .  Where applicable SCL IMS procedures will be in line with Client Standards and certification body requirements.															
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## 1 Purpose

The purpose of this procedure is to outline the processes to be implemented to ensure meaningful consultation, participation and communication with the public, customers and other interested stakeholders.

## 2 Leadership

The Story Contracting Communications and Engagement (C&E) team shall ensure the operational effectiveness of this procedure. The C&E team will manage and log all complaints, compliments and feedback and create evaluations of the data. The C&E team shall maintain the company complaints log and feedback register and ensure both are readily available to the wider business upon request. The C&E team shall report as required to the Operational Leadership Team (OLT) and the Executive Leadership Team (ELT). The Story Contracting Company Compliance Manager shall verify the effectiveness of this procedure through the company audit schedule. All employees and sub-contractors of Story Contracting are responsible for making the C&E team aware of complaints, compliments, and feedback they receive.

## 3 Process

An overview of how we manage feedback is outlined in appendix one. The process of receiving, managing, and logging complaints is outlined in the flow chart in appendix two. The process of receiving, managing and logging positive feedback is outlined in the flow chart in appendix three.

## 4 Evaluation

A review of all complaints and feedback will be carried out and reported to divisional teams on a monthly basis. The C&E team shall report as required to the OLT and ELT.

## 5 Table of Revision Changes

Revisions:

Revision	Changes	Date
01	First Issue as PI under procedure 11	29 <sup>th</sup> March 2019
02	Change of name to stakeholder Management Compliants and Feedback	18 <sup>th</sup> June 2020
03	Reviewed and updated to a procedure under the new IMS format. Previously PI 11 06	07 <sup>th</sup> February 2024

## 6 Appendices

### 6.1 Appendix One - Feedback Procedure Overview

At Story Contracting we strive to be the best at all times and to do it right. To achieve this, we need feedback to help us measure how we're doing. Feedback received from clients, customers, the public and other stakeholder is invaluable to us; as it helps us to identify what we do well and need to continue, and where things have gone wrong and what we can do to put it right.

#### Getting in touch

For urgent safety issues and feedback – both positive and negative – we have the following contact methods:

- Email: [feedback@storycontracting.com](mailto:feedback@storycontracting.com)
- Phone: Regional office numbers can be found at [Contact - Story Contracting](#)
- Twitter: [@StoryContractng](#)
- Facebook message: <https://www.facebook.com/StoryContracting/>

A member of the Story Contracting Communications and Engagement team will pick up the feedback/complaint and manage it appropriately.

#### What to include

To ensure a quick response to feedback, we ask the following information is provided:

- Full name
- Address
- Daytime telephone number
- Details of correspondence
- Preferred method of contact
- Details of the complaint/feedback, including any team members they may have dealt and the site location
- Evidence/photos/information relating to any previous any previous correspondence

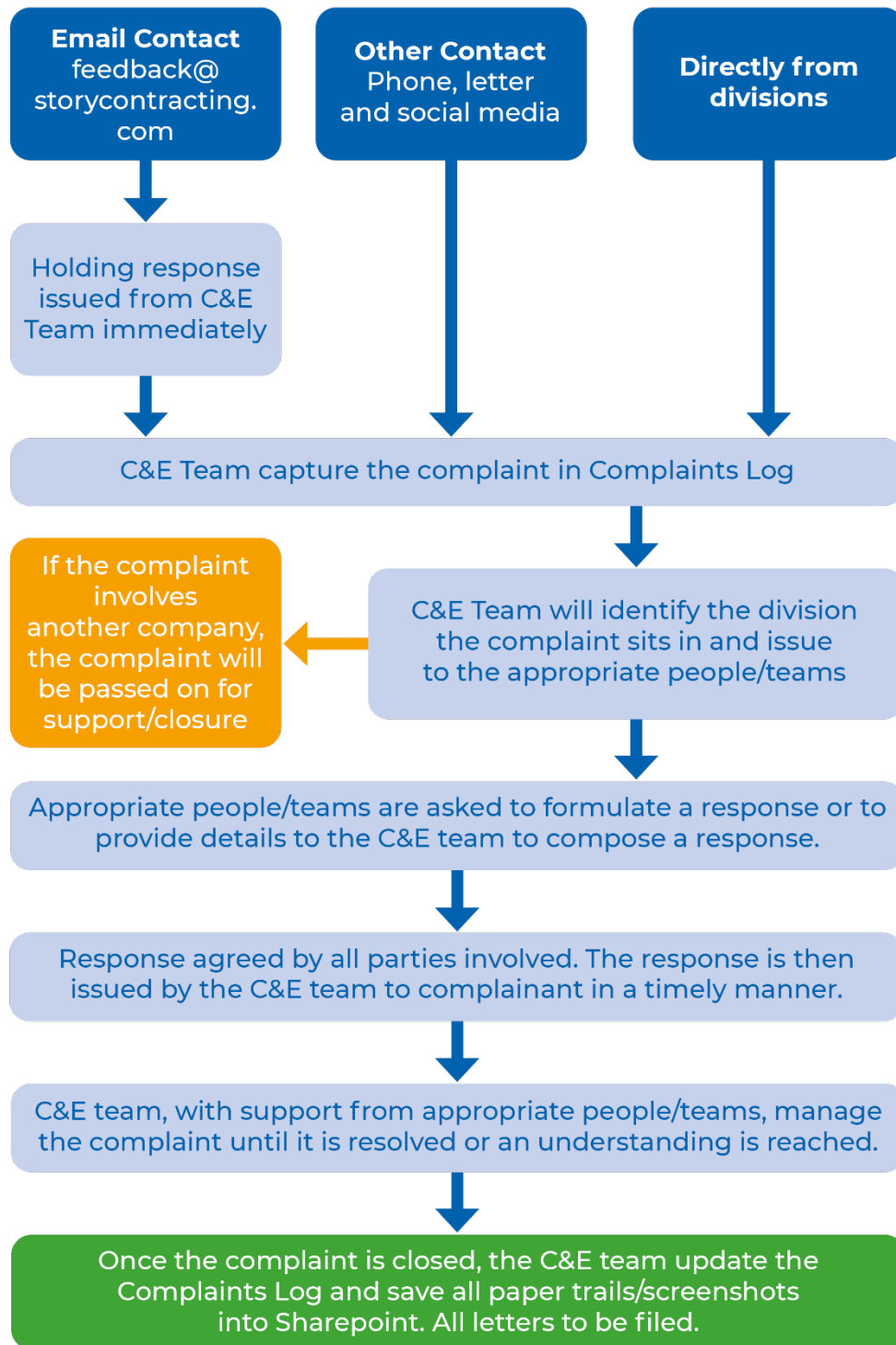
#### What happens next?

Once we receive the feedback/complaint, we will issue an immediate acknowledgement of receipt. We will then respond within 7 working days with an update of actions we have taken/intend to take following their initial contact.

In some instances, we may need to take extra time to investigate; in these instances, we shall communicate the reasons for this. If a complaint is upheld, we will offer an explanation and take any action needed to resolve the issue as far as we practically can.

## 6.2 Appendix Two - Complaints Process Flowchart

### Complaints process flowchart



## 6.3 Appendix Three - Feedback Process Flowchart

### Feedback process flowchart

