



GD P20 Feedback Procedure 2023

Objective:

To help ensure that we continue to meet our customers' expectations and that we act on feedback from both our customers and our operatives.

Scope:

The complete installation process from the viewpoint of our customers and our operatives.

Revision Date	Amendments Made
18/03/2020	PAS 2035:2019 and PAS 2030:2019 Introduced
23/04/2024	PAS 2030:2023 introduced

Customer Feedback Procedure:

Following handover, the customer will be requested to complete and sign a GD F06 - Customer Sign Off Form. Whenever possible, this should be requested by the Operative who carried out the handover.

This form contains a section for the customer to confirm that we have met their expectations and that the installation has been explained to them fully. In addition, there is a section for any comments on their experience of the installation process and any other dealings with us.

Note: Completion of this form does not limit the customer's statutory rights nor their rights under any guarantees or warranties.

This form is required to be returned to the Retrofit Coordinator with all other location-specific documentation.

Should the customer refuse for any reason to sign this form, the Retrofit Coordinator should be informed and they will contact the customer to discuss the issue. Anything arising from this communication will be dealt with accordingly.

Where necessary, any feedback, either positive or negative, will be reviewed, assessed, and where appropriate changes may be made to our processes to improve our quality and the satisfaction of our customers. This review and assessment will be documented on a GD F06A - Analysis of Customer Feedback Form.

This form should be marked as follows:

- Is the feedback generally positive or negative?
- Is the feedback in the form of a complaint?
- Does the feedback, positive or negative, relate to an individual?
- Is there anything we can put into place which would improve our processes?
- Do we need to pass any feedback to other organisations?
- Is any further action required?

All GD F06 - Customer Sign Off Forms should be retained within the GD R01 - Project Folder for the relevant installation. Any completed GD F06A - Analysis of Customer Feedback Forms should be kept within the GD R01 - Project Folder and stored within the GD R05 - Installation Audit Record.

Operative Feedback Procedure

All operatives, including inspectors will be encouraged and informed of the importance of their feedback on the installation processes we employ.

As part of the Method Statement for each installation, Operatives will be informed that their feedback can be communicated to us on a GD F07 - Installer Feedback Form.

We will assess this feedback to ascertain if it can be used to improve our processes. The outcomes should be documented on page 2 of the GD F07 - Installer Feedback Form. The Operative will be informed as to the outcome of these deliberations in



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writing.