

Office Address:
Keith Peattie Associates
16 Nelson Close
Willesborough
Ashford, Kent TN24 0UU



Phone: 01233-646222
Mobile: 07740-472250
keith@keithpeattieassociates.co.uk
<http://www.keithpeattieassociates.co.uk>

COMPLAINTS PROCEDURE

Complaints:

KPA aims to provide an excellent service to all its customers. However, we acknowledge that occasionally things go wrong and you may wish to make a complaint. Our aim is to resolve all complaints as soon as possible and to use the information supplied to assist us to improve our service standards.

What is a Complaint?

A complaint is usually dissatisfaction with a service, a failure to carry out an agreed service, failure to meet agreed timescales or failure to meet the standards promised.

How to Make a Complaint:

If you are unhappy with the service you receive from us you can make a complaint in writing to:

Keith Peattie

Keith Peattie Associates,

16 Nelson Close, Willesborough, Ashford Kent TN24 0UU.

Alternatively, you can tell us about your complaint in person, over the 'phone by calling 01233-646222,

or by contacting Keith Peattie by email at keith@keithpeattieassociates.co.uk

Whichever method a complaint is received, a letter of acknowledgement will be sent to the complainant within 2 calendar days, outlining when a full response will be received and naming the member of staff dealing with the complaint.

Complaint Process:

Our aim is to resolve all complaints satisfactorily without proceeding to our formal complaints process. However, if you are still not satisfied and wish to take the matter further we have a two stage complaints process.

Stage 1: Where we aim to resolve as many complaints as possible. We respond within 14 calendar days.

Stage 2: If unresolved at stage 1, the complaint will be considered by a KPA management who will respond within 14 calendar days. We will endeavour to resolve your complaint both fairly and effectively at each stage of the process.

All complaints will be considered, except: -

Where a complaint is already going through a court or tribunal.

Where the complaint is being pursued in an unreasonable manner.

This list is not exhaustive and there may be other exceptions. If your complaint falls within this category and we are unable to investigate it, we will write to you and explain why

Signed:

A handwritten signature in black ink that reads 'K. Peattie'.

Date: 06.09.2017

Keith Peattie

Position: Partner

Keith Peattie Associates

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Keith Peattie Associates
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ENVIRONMENTAL POLICY

- We believe that businesses are responsible achieving good environmental practices and operating in a sustainable manner.
- We are therefore committed to reducing our environmental impact and continually improving our environmental performance as an integral and fundamental part of our business strategy and operating methods.
- It is our priority to encourage our customers, suppliers and all business associates to do the same. Not only is this sound commercial sense for all, it is also a matter of delivering on our duty of care towards future generations.

Our policy is to:-

- wholly support and comply with or exceed the requirements of current environmental legislation and codes of practice;
- minimise our waste and then reuse or recycle as much of it as possible;
- minimise energy and water usage in our buildings, vehicles and processes in order to conserve supplies, and minimise our consumption of
- natural resources, especially where they are non-renewable;
- operate and maintain company vehicles with due regard to environmental issues as far as reasonably practical and encourage the use of alternative means of transport as appropriate; including public amenities
- apply for principles of continuous improvement in respect of air, water, noise and light pollution from our premises and reduce any impacts from our operations on the environment and local community;
- as far as possible purchase products and services that do the least damage to the environment and encourage others to do the same;
- assess the environmental impact of any new processes or products we intend to introduce in advance;
- ensure that all employees understand our environmental policy and confirm to the high standards if required; and address complaints about any breach of our Environmental Policy promptly and to the satisfaction of all concerned.

Signed: 

Date: 06.09.2017

Keith Peattie

Position: Partner

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EQUALITY AND DIVERSITY POLICY

Keith Peattie Associates is committed to providing services which embrace diversity and that promote equality of opportunity.

As an employer, Keith Peattie Associates is committed to equality and diversity within its workforce.

Our goal is to ensure that these commitments, reinforced by our values, are embedded in our day-to-day working practices with all our clients and colleagues.

We will provide equality of opportunity and will not tolerate discrimination on grounds of gender, gender identity, marital status, sexual orientation, race, colour, nationality, religion, age, disability, HIV positivity, working pattern, caring responsibilities, trade union activity or political beliefs – or any other grounds.

We will demonstrate our commitment by:

- promoting equality of opportunity and diversity within the practice in which we work and with all our clients and workforce
- encouraging recruitment from groups currently under-represented within Keith Peattie Associates and their career progression once employed.
- treating our clients, colleagues and other contacts during our work fairly and with respect
- promoting an environment free from discrimination, bullying and harassment, and tackling behaviour which breaches this
- recognising and valuing the differences and individual contribution that people make
- providing support and encouragement to staff to develop their careers and increase their contributions to the organisation through the enhancement of their skills and abilities
- building in legislative requirements and best practice to all our service delivery and employee policies and procedures, and supporting these with appropriate training and guidance

Every person working for Keith Peattie Associates has a personal responsibility for implementing and promoting these principles in their day-to-day dealings with everyone – including members of the public, other staff and employers. Inappropriate behaviour is not acceptable.

Staff learning and development

Keith Peattie Associates think it is important that all our staff can contribute to the achievement of the practices objectives. Staff are made fully aware of this policy and Keith Peattie Associates provide training to them to ensure implementation of this policy.

Signed:

Date: 06.09.2017

Keith Peattie

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HEALTH & SAFETY GENERAL POLICY

We at Keith Peattie Associates recognise our duties under the Health and Safety at Work etc Act 1974 and the accompanying protective legislation. We will endeavour to meet the requirements of this legislation so as to ensure that we maintain a safe and healthy working environment. Our managers and supervisory staff are informed of their responsibilities to ensure they take all reasonable precautions, to ensure the safety, health and welfare of those that are likely to be affected by our undertaking.

Keith Peattie Associates recognises so far as is reasonably practicable the duty to ensure the following:

- 1) To provide adequate resources to maintain a safe place of work, safe systems of work, safe equipment and a healthy and safe working environment.
- 2) To ensure that hazards are identified and regular assessments of risks are undertaken.
- 3) To provide information, instruction, training and supervision as is necessary to ensure employees and others are assured of a safe and healthy working environment.
- 4) To promote the awareness of health and safety and encourage health and safety best practice throughout our organisation.
- 5) To ensure we are taking the appropriate protective and preventative measures.
- 6) To ensure that we have access to competent advice and are able to secure compliance with our statutory duties.

In order that we can achieve our objectives, and ensure our employees recognise their duties under health and safety legislation whilst at work, we must ensure that we inform them of their duty to take reasonable care of themselves and others that may be affected by their activities. We ensure our employees are informed of their obligations to ensure they co-operate with management and adhere with Keith Peattie Associates safety rules which are provided within the Employee Safety Handbook.

Signed:

Date: 06.09.2017

Keith Peattie

Position: Partner

Keith Peattie Associates

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KPA WEBSITE PRIVACY POLICY:

This privacy policy is for the website **www.keithpeattieassociates.co.uk**, served by **Keith Peattie Associates, 16 Nelson Close, Willesborough Ashford, Kent TN24 0UU** and governs the privacy of the users who choose to use it. It explains how we comply with the GDPR (General Data Protection Regulation), the DPA (Data Protection Act) [pre GDPR enforcement] and the PECR (Privacy and Electronic Communications Regulations).

This policy will explain areas of this website that may affect your privacy and personal details, how we process, collect, manage and store those details and how your rights under the GDPR, DPA & PECR are adhere to. Additionally it will explain the use of cookies or software, advertising or commercial sponsorship from third parties and the download of any documents, files or software made available to you (if any) on this website. Further explanations may be provided for specific pages or features of this website in order to help you understand how we, this website and its third parties (if any) interact with you and your computer / device in order to serve it to you. Our contact information is provided if you have any questions.

The DPA & GDPR May 2018

We and the KPA web site comply with the DPA (Data Protection Act 1998) and already comply to the GDPR (General Data Protection Regulation) which comes into effect from May 2018. We will update this policy accordingly after the completion of the UK's exit from the European Union.

Use of Cookies

KPA's website does not use cookies. As required by legislation, should KPA's website decide to use a cookie control system, then we would build in facilities allowing the user to give explicit permission or to deny the use of /saving of cookies on their computer / device.

What are cookies? Cookies are small files saved to the user's computers hard drive that track, save and store information about the user's interactions and usage of the website.

Website Visitor Tracking

KPA's web site does not uses tracking software to monitor its visitors. KPA's web site does not store, save or collect personal information.

Adverts and Sponsored Links

KPA's web site does not contain sponsored links or adverts.

Downloads & Media Files

Any downloadable documents, files or media made available on this website are provided to users at their own risk. While all precautions have been undertaken to ensure only genuine downloads are available users are advised to verify their authenticity using third party anti-virus software or similar applications.

KPA accepts no responsibility for third party downloads and downloads provided by external third party websites and advise users to verify their authenticity using third party anti-virus software or similar applications.

Contact & Communication With us

Users contacting us through this website do so at their own discretion and provide any such personal details requested at their own risk. Your personal information is kept private and stored securely until a time it is no longer required or has no use.

Email Mailing List & Marketing Messages

KPA does not operate an email mailing list programme.

External Website Links & Third Parties


KPA's web site does not currently include external links.

Should this policy change, then KPA's Web site Privacy Policy will be duly amended to reflect this.

Social Media Policy & Usage

KPA adopts a Social Media Policy which ensures our business and our staff conduct themselves accordingly online. While, at some point in the future, KPA may have official profiles on social media platforms; users are advised to verify authenticity of such profiles before engaging with, or sharing information with such profiles. KPA will never ask for user passwords or personal details on social media platforms. Users are advised to conduct themselves appropriately when engaging with us on social media.

Signed:



Date: 02.11.2017

Keith Peattie

Position: Partner

Keith Peattie Associates