



FLAMESTAR LTD

Registered Office:
142-143 Parrock St
Gravesend, DA12 1EY
T: 0330 1331 221
E: info@flamestarltd.com
W: www.flamestarltd.com

Complaints Policy

Trading as Crestone Property Maintenance

Document Title	Complaints Policy
Document Reference	FLS-CM-POL-021
Version	1.0
Issued By	Amandeep Singh, Director
Date of Issue	June 2026
Next Review Date	June 2027
Applies To	All directors, employees, operatives, sub-contractors, agency workers and visitors

1. Purpose

Flamestar Ltd (trading as Crestone Property Maintenance) is committed to delivering a high standard of service. This policy sets out how complaints are received, recorded, investigated and resolved fairly, promptly and transparently, and how feedback is used to improve our services.

2. Scope

This policy applies to complaints from clients, residents, tenants, members of the public, suppliers and sub-contractors relating to any aspect of the Company's work or conduct. It applies to all directors, employees, operatives and subcontractors.



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3. Responsibilities

- The Director (Amandeep Singh) holds overall responsibility for complaint handling and resolution of escalated complaints.
- Operations staff are responsible for acknowledging, investigating and responding to complaints within the timescales below.
- All staff are responsible for treating complainants courteously and passing complaints to the appropriate person without delay.

4. How to Make a Complaint

Complaints may be made by telephone, email or in writing:

- Telephone: 0330 1331 221
- Email: info@flamestarltd.com
- Post: 142-143 Parrock Street, Gravesend, Kent, DA12 1EY

5. Complaints Procedure

Stage 1 - Acknowledgement

All complaints are logged into and acknowledged within 3 working days of receipt.

Stage 2 - Investigation & Response

The complaint is investigated and a full written response is provided within 10 working days. Where more time is needed, the complainant will be kept informed of progress and given a revised timescale.

Stage 3 - Escalation

If the complainant remains dissatisfied, the matter is escalated to the Director for review, with a final response provided within a further 10 working days. Where a complaint relates to works carried out for a housing



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association or local authority, the client's own complaints process and, where applicable, the Housing Ombudsman may also apply.

6. Recording & Learning

All complaints are recorded in a complaints log capturing the nature of the complaint, actions taken and outcome. Trends are reviewed to identify root causes and drive service improvement.

7. Compliance & Legal Statement

This policy is operated fairly and without discrimination in line with the Equality Act 2010 and relevant consumer and contractual obligations. Personal data collected during complaint handling is processed in accordance with the Company's Data Protection Policy.

8. Review & Monitoring

This policy is reviewed annually, or sooner if required. It was issued in June 2026 and is next due for review in June 2027.

Authorization & Sign-Off

This policy has been authorized and approved for issue by the Director of Flamestar Ltd.

Approved by:	Amandeep Singh
Position:	Director
Signature:	<i>Amandeep Singh</i>