

# Client Complaints and Feedback Policy

Approved by: Founder and Chief Executive Officer | Version 1.0

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FELCHRIS CONSTRUCTION AND ENGINEERING CO. LTD values feedback from clients, property buyers, institutions, subcontractors, suppliers, and other stakeholders. We understand that construction and property-related services require clear communication, responsiveness, and accountability. Where concerns arise, we aim to address them professionally and promptly.

## Our complaints and feedback commitments are to:

- Receive complaints respectfully and without unnecessary delay.
- Record the nature of the concern and the person responsible for follow-up.
- Review the facts before making a decision.
- Communicate clearly with the client or stakeholder.
- Take corrective action where the complaint is valid.
- Learn from complaints to improve future service delivery.
- Escalate serious matters to senior management.

Complaints and feedback may relate to workmanship, communication, timelines, safety, site conduct, property enquiries, documentation, or general service experience.

Clients and stakeholders may submit complaints or feedback through the company's official phone number, email address, website contact form, or WhatsApp channel:

- Email: felchrisconsulting@gmail.com
- WhatsApp / Phone: +233 55 826 9847

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This document forms part of the FELCHRIS CONSTRUCTION AND ENGINEERING CO. LTD Website Policy Statements Pack. Project-specific requirements may differ depending on client instructions, contract conditions, site conditions, laws, permits, consultants' requirements, and regulatory expectations. This policy may be updated from time to time.