



**Wireless
Infrastructure
Group**

Estates Complaints Handling Policy

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Approved by Marc Selby – Operations Director

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Amendment List

Issue No	Date	Description	Complied by	Approved by
1.0	12 May 2026	Draft	D. Oddy	M. Selby
1.1	15 June 2026	Issue	M. Selby	R. Sinclair

1. Purpose

At Wireless Infrastructure Group (WIG), we are committed to delivering our work and services to a consistently very high standard. However, we recognise there may be occasions where these standards fall below expectations.

2. Scope

This policy outlines how WIG manages complaints from external parties to ensure concerns are handled fairly, consistently, and promptly. It aims to maintain customer trust, improve service quality, and support continuous improvement.

3. Policy Statement

We are committed to:

- Listening to customer concerns and taking them seriously
- Resolving complaints quickly and effectively
- Treating all complainants with respect and fairness
- Learning from complaints to improve our services

4. Definition of a Complaint

A complaint is any expression of dissatisfaction, regarding site visits, equipment, employees or 3rd party agents and contractors, or processes, where a response is expected.

5. Complaints Handling Process

5.1 Making a Complaint

Complaints may be received via:

- Telephone – 01296 5000
- Email – landlordqueries@wirelessinfrastructure.co.uk
- Website - <https://www.wirelessinfrastructure.com/contact/>
- Written correspondence – Wireless Infrastructure Group, Level 4, Dashwood House, 69 Old Broad Street, London, England, EC2M 1QS

Please provide as much detail as possible to support our investigation, including:

- Your contact details
- Nature of complaint
- Relevant supporting information including:
 - Site address
 - Relevant parties involved
 - Key dates and times

5.2 Acknowledgement

- Complaints will be acknowledged within **5 working days**
- The customer will be informed of:
 - The process
 - Expected response times
 - Contact details for follow-up

5.3 Investigation

- Complaints will be assessed and assigned to an appropriate person
- A fair, unbiased investigation will be conducted
- Relevant evidence will be gathered, including employee and 3rd party company input and documentation

5.4 Response

- A full response will be provided within 15 working days (or a revised timeframe communicated if more time is required)
- The response will include:
 - Summary of the complaint
 - Outcome of the investigation
 - Any appropriate actions taken

5.5 Resolution

Resolution may include:

- Explanation or clarification
- Service correction
- Preventative or corrective action

5.6 Escalation

If you are not satisfied with the complaint resolution outcome:

- The complaint will be escalated to a senior manager
- A further review will be conducted
- You will be informed of any external escalation routes (e.g., regulatory bodies or ombudsman, where applicable)
- Escalations will be reviewed within **5-10 additional working days**

5.7 Closure

A complaint will be closed when:

- A resolution has been communicated
- All actions have been completed
- The outcome has been recorded

5.8 Recording and Monitoring

- All complaints will be logged in a central register
- Data will be reviewed regularly to identify:
 - Trends

- Recurring issues
- Opportunities for improvement

5.9 Continuous Improvement

We use complaint insights to:

- Improve processes and services
- Train staff
- Prevent recurrence of issues

5.10 Confidentiality and Data Protection

All complaints will be handled in accordance with applicable data protection laws. Customer information will be kept confidential and only shared with authorised personnel.