



CLIENT COMPLAINTS AND FEEDBACK POLICY

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Company	FELCHRIS CONSTRUCTION AND ENGINEERING CO. LTD

Client Complaints and Feedback Policy

FELCHRIS CONSTRUCTION AND ENGINEERING CO. LTD values feedback from clients, property buyers, institutions, subcontractors, suppliers and other stakeholders.

We understand that construction, engineering support, property development and real estate services require clear communication, responsiveness and accountability. Where concerns arise, we aim to address them professionally and promptly.

Our commitments are to

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

Complaints and feedback may relate to workmanship, communication, timelines, safety, site conduct, property enquiries, documentation, billing or general service experience. Clients and stakeholders may submit complaints or feedback through the company's official phone number, WhatsApp number, email address, website contact form or any formal communication channel agreed for a project.

Company Contact Details

Company	FELCHRIS CONSTRUCTION AND ENGINEERING CO. LTD
Postal Address	P.O. Box 509, Nima, Greater Accra, Ghana
Digital Address	GM 118 9235
Sales / WhatsApp Enquiries	+233 55 382 5947
Management / Formal Enquiries	+233 55 826 9847
Email	info@felchrisconstruction.com
Alternative Email	felchrisconsulting@gmail.com
Website	https://felchrisconstruction.com/

Approval

Approved by	Felix Ayelgasah Afanam
Title	Founder and Chief Executive Officer
Company	FELCHRIS CONSTRUCTION AND ENGINEERING CO. LTD
Signature	_____
Date	_____