



AA Safety Group Ltd

Director: Tanya Andrews

Signed: *Tanya Andrews*

Date: 10th June 2023

Review Date: 9th June 2024

Complaints Policy

Requirement

The Company will have a fully functioning complaints system, which feeds into decision-making and will ensure that any complaint made against the company is reviewed and acted upon appropriately in order to prevent recurrence.

Purpose

To ensure that complaints from customers or members of the public can be investigated and used to improve the business and can gradually increase the performance record of operators through the resolution of these issues.

Policy

The Company will:

- Keep a record of all customer or public complaints made against them. These records will be kept together with records from the review process.
- Log all complaints
- Assess complaints
- Take action necessary
- Evidence of the actions taken so the Company can show that they have been appropriately managed to limit recurrence
- The Company maintain a central database or record which can be easily retrieved

Process

You should:

- Take a written record of all relevant details to investigate the complaint
- Verify the accuracy of any and all details so as to establish what, is the source of the problem and validity of the complaint
- Follow company procedures and guidelines when taking any appropriate disciplinary action.

Objective

The objective is to ensure that the complaints procedure is properly and effectively implemented, and that you feel confident that complaints are listened to and acted upon promptly and fairly.

The objectives are to ensure that:

- Customers and the public are aware of how to complain, and that they are provided (when requested) with the correct and easy to understand procedures
- A named person will be responsible for the administration of the procedure
- Every written complaint is acknowledged within three working days
- Investigations into written complaints will be completed within 7 – 10 days
- All complaints are responded to
- Complaints are dealt with promptly, fairly and sensitively with due regard to the upset and worry that they can cause to both staff and delegates.

The named complaints manager with responsibility for following through complaints in the first instance is Contracts Manager. Should the complaint not be resolved at this level then The Director will take over as the responsible manager.

Verbal Complaints

All verbal complaints, no matter how seemingly unimportant, should be taken seriously and in the first instance, should be sought to be solved immediately.

- All contact with the complainant should be polite, courteous and sympathetic.
- Employees should remain calm and respectful at all times, should not accept blame, make excuses or blame other employees.
- A course of action should be suggested to the complainant to resolve the issue. If this course of action is acceptable then offer the complainant the resolution in writing.

Written Complaints – by mail or email

When a complaint is received in writing it should be passed on to the named complaints manager who should file in the complaints file and send an acknowledgment letter within three working days.

If necessary, further details should be obtained from the complainant and an investigation conducted.

Immediately on receipt of the complaint, the company should launch an investigation and within 10 days should be in a position to provide a full explanation to the complainant, either in writing or by arranging a meeting with the individual(s) concerned.

If the issues are too complex to complete the investigation within 10 days, the complainant should be informed of any delays.