

DOCUMENT CONTROL INFORMATION				
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Role/Site/Client **Company-Wide**

Task/Name of SOP	General Complaints Policy
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References: Not applicable.

Brief:

Eboracum UK Ltd is committed to providing excellent service, and we invite feedback to ensure the continuous improvement of the services and facilities it provides. However, we recognise that sometimes we may not always provide the high level of service to which we aspire. This statement sets out how you can take up any matter you think is unsatisfactory about the service you have received.

Policy Details:

Complaints Procedure

Sometimes a problem can be resolved simply by speaking to a member of our staff or a manager in the relevant department or by speaking to our Customer Services team.

There will though be instances where a formal response is required, and this complaints procedure outlines the stages the Eboracum UK Ltd will go through to seek to resolve your complaint satisfactorily. A diagram of our complaints process can be seen on our website or can be requested in writing.

Initial Contact

Sometimes a problem can be resolved quickly simply by speaking to a member of our staff or a manager in the relevant department or by speaking to our Customer Services team. However, if Customer Services believes that a more substantive review will be required in order to respond to the issues raised, your complaint will be considered under the formal complaint procedure (see below).

Or if you are not satisfied with the response received or the way in which your complaint is handled you may write formally to Customer Services, who will consider the issues raised in accordance with the formal complaint procedure set out below.

Customer Services can be contacted at:

Eboracum UK Ltd
Popeshead court offices
Peter Lane
York
YO1 8SU

email: mail@eboracuumsecurity.com
telephone: 08006441660

Making a Formal Complaint**Stage One**

If you wish to make a complaint you should write to:

Eboracum UK Ltd
Popeshead court offices
Peter Lane
York
YO1 8SU email: mail@eboracuumgroup.com
telephone: 08006441660

One of our managers will send you a written acknowledgement of receipt within 10 working days of receiving your complaint.

We will appoint a Service Manager to conduct a full investigation into your complaint. The Service Manager will consider your complaint with an open mind, being fair to all parties. The Service Manager's aim will be to achieve resolution of every issue raised within your complaint. If appropriate, a face-to-face meeting may be arranged with you.

Wherever possible a response will be sent to you within 20 working days. Where this is not possible, a revised date will be agreed with you.

Stage Two

If you are dissatisfied with our response, you can ask for your complaint to be investigated further. You should write to Customer Services at the address above and set out why you are unhappy with the response you have received and why you believe that your complaint needs to be investigated further.

If we agree that there are grounds to believe that the complaint has not been properly or sufficiently considered to date, an appropriate senior manager will review the matter and commission a second-stage investigation.

We will send you a written acknowledgement of receipt within 10 working days of receiving your complaint. Otherwise, the Customer Services Manager will inform you in writing within 10 working days of the decision and will explain why a second-stage investigation is not considered to be appropriate in this case.

After completing the second-stage investigation the senior manager will compile a written response to you and arrange for it to be sent to you with an accompanying letter. Wherever possible the second-stage response will be sent within 20 working days of receipt of your complaint. Where this is not possible, a revised date will be agreed with you. When a complainant is still not satisfied, the matter will be passed to the company proprietor.

Time Limits for Making Complaints

A complaint should be made as soon as possible after the matter giving rise to it and, in any case, within six calendar months of the incident occurring. If you were not aware at the relevant time that there was cause for complaint, your complaint should normally be made as soon as possible after you became aware of it and, in any case, no more than six calendar months after becoming aware.

Exceptionally, the Customer Services Manager will have discretion to extend the above time limits where:-

1. it is considered unreasonable for your complaint to have been made earlier, and
2. it is still possible to investigate the matter in question

Persistent and Vexatious Complaints

At times complaints can become vexatious and/or persistent, causing undue stress for staff and resulting in a disproportionate use of resources.

In dealing with such situations the Customer Services Manager will ensure the complaints procedure has been correctly implemented and that no material element of a complaint has been overlooked or inadequately addressed.

Where a complaint deemed to be vexatious or persistent is considered to have no basis or genuine substance, Eboracum UK Ltd reserves the right not to investigate. In this situation, Eboracum UK Ltd will notify the complainant within 20 working days.

General Points

Eboracum UK Ltd staff will treat all customers politely and with respect. In return, staff are not expected to tolerate any behaviour that is of a personal, abusive or threatening nature.

Discrimination, in particular on the grounds of religion, gender, race/ethnicity, disability, age or sexual orientation, is unacceptable and will not be tolerated. Every effort will be made to ensure that the process of handling complaints promotes equal access, by meeting the diverse range of needs of the people who may wish to make a complaint.

To ensure the effectiveness of the complaints process and enable staff to understand the complaints procedure, appropriate training will be made available for all Eboracum UK Ltd. This procedure will be reviewed every two years. In addition, amendments will be made in the intervening period, should aspects of this procedure's effectiveness be found inadequate as a result of the ongoing monitoring, or if inadequacies in its operation are identified at any stage.

To facilitate the process of making a complaint, Eboracum UK Ltd policy and procedure relating to complaints will be publicised internally and externally using a variety of media, including the use of email and the Eboracum UK Ltd website.

Eboracum UK Ltd will not normally offer financial compensation for errors made or poor service.

Eboracum UK Ltd work hard both to ensure a consistently high level of service and also to resolve any lapse in this standard that you let us know about

Approved By:

Carl Nickson
Director
09-2-2018

