

Activity	Complaints Management Policy
Ref	WH P067
Reviewed	March 2023
Next Review	March 2024

INTRODUCTION

WH Security Ltd (WH) is committed to maintaining our reputation as a firm delivering high quality professional services. We are also committed to maintaining our responsiveness to the needs and concerns of our clients.

Aims and Objectives

- This policy is intended to provide guidance on how we receive and handle complaints made about our services.
- The policy is intended to assist both WH managers and employees in managing, learning lessons from and identifying improvements we can make from the complaints received.

What is a complaint?

We consider a complaint to be a formal expression of dissatisfaction made to or about WH Security, related to our services, staff or the handling of a complaint, where a response or resolution is explicitly or implicitly expected.

What the Policy does not apply to?

At times, complaints can be by way of negative feedback, which may not require a resolution or formal follow-up. While this type of feedback is valuable, the Policy does not apply to feedback of this nature.

The policy does not apply to recruitment or employment related complaints and grievances. Any such inquiries will be forwarded to the appropriate WH member of staff for consideration.

GUIDING PRINCIPLES

In managing complaints, we have regard to the following guiding principles of effective complaints management.

People focus

We actively solicit feedback from our clients on a regular basis and acknowledge a client’s right to complain. We are strongly committed to addressing any issues raised within a reasonable timeframe. People making complaints are treated with respect. We will endeavour to involve complainants in the complaint process as far as practicable and appropriate in the circumstances.

Ensuring no detriment to complainant

We take all reasonable measures to ensure that complainants are not adversely affected because of a complaint made by them or on their behalf.

Accessibility

Our Complaint Management process is designed to make it easy for a person to make a complaint. We will assist people to make a complaint, if required. We understand a complainant may request that another person or organisation assist or represent them to make and progress their complaint. We will accept complaints from authorised representatives of complainants.

Responsiveness

We will promptly confirm with a complainant that we have received their complaint. Complaints will be handled in an efficient and effective manner. We aim to resolve complaints within 30 days of receiving the complaint. If we anticipate we will take longer to respond, we will inform the complainant of the reason for the delay and likely time for resolution.

Objectivity, fairness and equity

Each complaint is managed in an objective, unbiased and equitable manner.

Privacy and disclosure

We will use the information a complainant provides to assess the complaint, conduct the investigation and seek a resolution. Personally identifiable information concerning the complainant will not be disclosed to third parties unless the complainant expressly consents to its disclosure.

Accountability

All WH employees accept responsibility for effectively managing a complaint raised about our staff or services provided.

Continuous improvement

Our complaints management process will be reviewed periodically, and at least every three years, to aim to enhance its efficient delivery of effective outcomes. We firmly believe that responding to and learning from complaints is an essential part of WH Security's commitment to continuous quality improvement.

MANAGING COMPLAINTS

How to make a complaint

If you have a complaint about a particular service or employee, please email (info@whmg.co.uk) and use our form attached in [Appendix A](#) to tell us about your complaint so that the details of the complaint are clear and complete. A complaint should be made as soon as possible; the later the complaint is made, the more difficult it will be to investigate. Formal complaints must be made within six months of the event.

Information required

When making a complaint please provide the following information.

- Your name and contact details.

- If you are contacting us on a complainant's behalf, the name of the complainant and your role or authority to act on their behalf.
- If the complainant is a WH Security client, the nature of the engagement with WH Security.
- The regular contact person within WH Security.
- Details of the complaint (including when the conduct giving rise to the complaint occurred).
- Details of the WH Security employee involved (if applicable).
- Copies of any documentation supporting the complaint.

How we will handle your information and protect your privacy

We will use the information you have provided to assess your complaint, conduct the investigation and seek a resolution. To effectively investigate your complaint, we may need to share the information you give us with:

- the people or team your complaint is about;
- other people within WH Security who may assist us with investigating your complaint, such as our quality assurance staff or human resources staff;
- where your complaint is made on behalf of an organisation, that organisation.

We may also collect information about you from the parties listed above where it is necessary to investigate your complaint.

We may need to collect further information from you to investigate your complaint. If you do not provide this information, we will investigate your complaint and respond to you; however, we may not be able to resolve your complaint to your satisfaction.

Do you need assistance to make your complaint?

If you require assistance in formulating or lodging a complaint, please contact the WH Security Office on 01889 500164.

If you authorise someone to make your complaint on your behalf, we may need your written confirmation of their authority before we can discuss your complaint with them.

We will acknowledge and deal with your complaint promptly

We will acknowledge receiving your complaint promptly and, in any event, within five business days. We will endeavour to resolve your complaint within 30 days, but this will not be possible on all occasions. Where our review is likely to take longer, we will contact you to inform you why our response is delayed, indicate when we expect to complete our review and provide our response to your complaint.

Your rights during the complaint process

We will endeavour to keep you informed about our progress in investigating your complaint by contacting you, at least fortnightly. We will give you the name and contact details of the WH Security



employee who is managing your complaint. You can contact that WH Security representative to ask about the status of your complaint.

We will respond to you in writing

When we have completed our investigation of your complaint, we will respond to you in writing. If you are dissatisfied with the response, you can ask for your complaint to be reviewed by a company Director.

D R HINCKLEY

Managing Director

(Original Signed)

Appendix A – WH Security Complaints Form

When making a complaint please provide the following information.

- Details of the complaint (including when the conduct giving rise to the complaint occurred).
- Details of the WH Security employee involved (if applicable).
- Copies of any documentation supporting the complaint.

Your Details

<i>Full Name:</i>	
<i>Organisation:</i>	
<i>Address:</i>	
<i>Contact Telephone Number:</i>	
<i>Email Address:</i>	

If you are contacting us on a complainant's behalf:

<i>Name of Complainant:</i>	
<i>Your role / authority to act of their behalf:</i>	

<i>Nature of engagement with WH Security</i>	
<i>Regular contact person within WH Security</i>	

Details about your complaint

<i>Name of person(s) you are complaining about (if applicable):</i>	
<i>Date of incident(s):</i>	
<i>Where the incident(s) you are complaining about happened (if applicable):</i>	

Continued overleaf...

Details of your complaint

Is there anyone who can provide further relevant information relating to your complaint?

Please provide their contact details if you have them:

What outcome are you seeking in response to your complaint?

Please note that from the complaints process you cannot receive compensation.

<i>Date Form Submitted:</i>	
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