



## CUSTOMER COMPLAINTS PROCEDURE

We welcome customer comments as they provide valuable feedback on our performance. Nottingham security LTD works hard to provide the best possible service, but things can sometimes go wrong. This leaflet explains how you can make a complaint if you are not satisfied with the service we have provided.

### WHAT IS A CUSTOMER COMPLAINT?

A customer complaint is an expression of dissatisfaction, whether justified or not.

**This procedure covers complaints about:**

- The standard of service provided by Nottingham security LTD
- The behaviour of Nottingham security LTD staff
- Any action or lack of action by Nottingham security LTD staff affecting an individual or group.

**This procedure does NOT cover:**

- Dissatisfaction with the Nottingham security LTD policies
- Matters that have already been fully investigated through this complaints procedure
- Anonymous complaints.

### WHO CAN MAKE A COMPLAINT?

Our customer complaints procedure is open to anyone who has received or has asked for any of our services.

- Nottingham security LTD will attempt to deal with all complaints informally in the first instance, seeking a quick and satisfactory resolution.
- Any information you give us will be treated in the strictest confidence and in accordance with the provisions of the Data Protection Act 2598. Any information relating to a third party will also be treated in confidence and in accordance with the Act. The information provided will only be used for the purposes of dealing with complaints and for monitoring.

## **HOW TO MAKE A COMPLAINT**

### **Stage one (informal complaint)**

If you are unhappy with any aspect of the service you have received or requested, you should speak or write to the relevant manager or the officer of the section concerned.

If you need assistance in obtaining the name of the manager, please speak to any member of staff. The manager will investigate the complaint and will try to resolve the problem as quickly as possible. The manager will keep you informed of how long the investigation is likely to take.

### **Stage two (formal complaint)**

If you are unhappy with the outcome of the investigation you may wish to make a formal complaint. This leaflet includes a form for you to complete to make a formal complaint.

This form should be sent to Nottingham security LTD Head Office (the address is given on the form). Once your complaint form has been received, the Office Manager will:

- Let you know, within three working days, that we have received your complaint
- Tell you who will look into your complaint
- Tell you when you will receive a reply to your complaint.

You will normally receive a reply to your complaint within eight working days, telling you:

- Whether we uphold your complaint
- What we plan to do about the issues raised in your complaint
- If we do not agree with your complaint, why not
- How you can appeal if you are unhappy with our decision

**If your complaint is particularly complex, this may take longer. We will keep you informed of the reason for any delay and when you can expect a full reply.**

### **Stage three (your right of appeal)**

If you are unhappy with the response you receive, you can ask to have your complaint looked into a second time by the Office Manager, at the Head Office of Nottingham Security LTD. (the address is given at the end on this form). You will normally receive a reply from the Office Manager within eight working days.

**As far as the Nottingham Security LTD is concerned, should a final decision be required then Managing Directors decision will be final.**

## CUSTOMER COMPLAINTS FORM

Name:

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.....

Address and Postcode:

.....  
.....

Please complete the following details

1. Have you previously contacted Nottingham Security LTD about this matter?

YES	<input type="checkbox"/>	NO	<input type="checkbox"/>
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2. Who did you contact: ..... Date: .....

3. Is your complaint about a member of staff

YES	<input type="checkbox"/>	NO	<input type="checkbox"/>
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4. Name(s) of officer(s) complained about

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5. Details of the complaint (Please continue, if necessary on page No4)

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6. How has the problem affected you?

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.....

Signed .....

Date.....



Actions Taken :

Signed .....

Date.....

