



Complaints Policy

Total Protection (Holdings) Ltd

The Coach House, Baddow Park, West Hanningfield Road, Chelmsford, Essex, CM2 7SY

Group Companies:

- Total Protection (Management Services) Ltd
 - Total Protection (Great Britain) Ltd
 - Total Protection (Painting Solutions) Ltd
- Total Protection (Fire & Sealing Solutions) Ltd
 - Total Protection (Special Projects) Ltd
 - Total Protection (Landscaping) Ltd
 - Total Protection (East Anglia) Ltd

This policy is adopted by each subsidiary within the group, as though it was the company named, in governing the relationship and responsibilities to third parties and between counterparties within the group

COMPLAINTS POLICY

This customer care and complaints policy sets out the policy for Total Protection (Holdings) Ltd (the company). It has been confirmed by the directors of the company and is consistent with company policy.

At Total Protection (Holdings) Ltd we endeavour to provide the best possible customer service at all times and endeavour to uphold our image whilst carrying out our day to day works. Upholding the good image of the company, at all times, is the Chairmans personal directive.

1. Purpose of the Policy is to set out company procedure for dealing with complaints when and however they are received.
2. The aim is to ensure that we uphold the company image and name at all times, and provide helpful, friendly and effective service to our clients.
3. The aim is that all members of staff will exhibit customer friendly service skills and be professional and courteous at meeting the needs of our customers, and members of the public.
4. Any complaints will be dealt with speedily and effectively. The complainant will be treated courteously and empathetically and as far as is practicably possible will be kept updated as to how their complaint is being handled and considered.
5. We will designate a member of staff as a 'complaints manager', to manage the process for handling and considering complaints. In that persons absence we will authorise another member of staff to act as her deputy.

The following complaints are not subject to this policy

1. A complaint made by an employee about any matter relating to his/her contract of employment
2. A complaint which is being, or has been, investigated by another authority
3. A complaint about which the complainant has stated in writing that he/she intends to take legal proceedings
4. A complaint about which we are taking, or propose to take, disciplinary proceedings in relation to the substance of the complaint against the person who is the subject of the complaint

Persons who may make a complaint under this process are

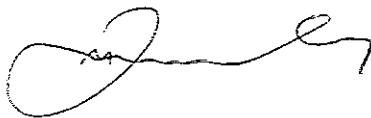
1. A customer or another person who is affected by, or likely to be affected by, any action, omission or decision of ours
2. Representatives of such customer or person. Such representatives must, in the opinion of the complaints manager, be suitable to act on the customers/persons behalf
3. In the case of a child, the representative must be a parent, guardian or other adult person who has care of the child

Receiving a complaint

1. If the complaint is received orally, then the person receiving the complaint will take details and fill out the Complaints Log Sheet, such information to include –
 - a. Complainants name and contact number/email address
 - b. The address or site of the incident
 - c. Nature of the complaint
 - d. Date of the complaint and incident
 - e. Name of the person receiving the complaint
2. Once all the details have been recorded on the Complaints Log Sheet, this will be given to the complaints manager. All complaints that are deemed as 'major' complaints must also be notified to the Chairman immediately.
3. The complaints manager will record the complaint for reference and monitoring and then hand the complaint over to the Department Head of the Department/member of staff in the body of the complaint. The complaints manager will acknowledge, in writing, receipt of the complaint to the complainant. Should the complaints manager deem it appropriate to notify the company's Solicitor of any complaint then they will do so in writing
4. The department head will investigate the complaint and take any action that they deem appropriate
5. It is the company's policy that all complaints are dealt with, within a 48 hour period
6. The complaints manager will take reasonable steps to keep the complainant informed about the progress of the investigation. If this contact is by telephone, a record of the telephone conversation will be made for our records.
7. Once an investigation has been carried out, the complaints manager will prepare a written response to the complainant, summarising the nature and substance of the complaint and stating the conclusions of the investigation. This is to be signed on behalf of the company
8. Finally the complaints manager will complete a copy of our QMS 011 form

If after an investigation into a complaint it is deemed that Company Policy/Procedure needs to be amended, this will be discussed at the next monthly Health & Safety meeting

Directors Signature:



Date: December 2021