

ATLAS COMPLAINTS POLICY

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PUBLIC

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ATLAS COMPLAINTS POLICY

Atlas views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person or organisation that has made the complaint.

Our policy is:

- To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint.
- To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint.
- To make sure everyone at Atlas knows what to do if a complaint is received.
- To make sure all complaints are investigated fairly and in a timely way.
- To make sure that complaints are, wherever possible, resolved, and those relationships are repaired.
- To gather information which helps us to improve what we do.

DEFINITION OF A COMPLAINT

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of Atlas Enforcement Ltd.

WHERE COMPLAINTS COME FROM

A complaint can be received in writing via our registered address:

2 Regan Way, Chetwynd Business Park, Chilwell, Nottingham, NG9 6RZ or via e-mail at email@atlasenforcement.com

This policy does not cover complaints from staff, who should use Atlas's Discipline and Grievance policies.

CONFIDENTIALITY

All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

RESPONSIBILITY

Overall responsibility for this policy and its implementation lies with the Atlas Enforcement Ltd's Managing Director Jason Dickins.

COMPLAINT PROCESS

Your complaint will be acknowledged and entered into our complaint management system within 7 working days. You will be advised of the Complaint reference number that has been allocated to your complaint.

The complaint will be reviewed and, depending on the type of complaint, be allocated to an appropriate owner who will investigate the complaint.

A written response to the complaint will be provided within 20 working days. The complaint response will usually describe;

- The action is taken to investigate the complaint.
- The conclusions from the investigations.
- Any action was taken as a result of the complaint.
- Any proposed follow-up steps to be taken.

If the investigation cannot be completed within the 20 working day target, an interim response will be provided, with an indication of when the final response can be expected.

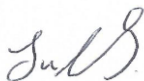
In the event that you not satisfied with the handling of the complaint, the complaint can be escalated to the Managing Director by email email@atlasenforcement.com The Managing Director will acknowledge the escalated complaint within 14 days. A full response to your complaint will be issued within 28 days unless exceptional circumstances have been identified. If more time is needed, the customer will be written to with an update.

If the customer remains dissatisfied with our determination of the complaint, we will provide you with the details to enable you to complain to our Accredited Trade Association or Conformity Assessment Body (full details will be provided at the appropriate time). In order to escalate a complaint to our Accredited Trade Association or Conformity Assessment Body, the customer must supply our Accredited Trade Association or Conformity Assessment Body with a copy of our final complaint response. Our Accredited Trade Association or Conformity Assessment Body will not review escalated complaints where this is not provided by the customer.

Policy Review

This policy is owned and maintained by Operations and Finance Manager. This policy will be reviewed on an annual basis and approved by the Managing Director.

Signed:



Jason Dickins
Managing Director

Policy Review Date

Date last reviewed: 01/04/2023

Date of next review: 31/03/2024