

Complaints Procedure

This document describes the procedure to receive and action Customer and Consumer Complaints.

A complaint is classed as any communication from external or internal sources (verbal or written), expressing dissatisfaction with a service we, Aventail Security Ltd have supplied.

The Managing Director is responsible for receiving, recording, responding to and analysing all customer and consumer complaints. These may be brought to the attention of the Managing Director by Operations Managers of specific clients.

When a complaint is brought to the attention of the Managing Director, the details of the complaint are recorded on the Complaint Record Form.

Acknowledgement is sent to the complainant.

A full and comprehensive investigation is carried out by the Managing Director or the relevant Supervisor.

Suitable corrective and preventative actions are identified.

Once an investigation is completed all details are collated and the Complaint Record Form is updated.

Acknowledgement is sent to the complainant with details of the outcome of the complaint.

Complaints will be discussed at Management meetings and noted on Quality Management Log. Minutes of these meetings will be maintained and logged.

A summary list of all Complaints (Complaint Summary Log) is maintained and regularly analysed by the Managing Director and Operations Managers.



Stuart Turnbull Managing Director