



Complaints Policy and Clients Procedure

Our aim:

QVIS Monitoring Ltd is committed to providing quality products and a quality service and working in an open and accountable way that builds the trust and respect of all our Customers. One of the ways in which we can continue to improve our service is by listening and responding to the views of our customers and stakeholders, and in particular by responding positively to complaints, and by putting mistakes right.

Therefore we aim to ensure that:

- Making a complaint is as easy as possible;
- We treat a complaint as a clear expression of dissatisfaction with our service which calls for an immediate response;
- We deal with it promptly, politely and, when appropriate, confidentially;
- We respond in the right way - for example, with an explanation, or an apology where we have got things wrong, or information on any action taken etc;
- We learn from complaints, use them to improve our service, and review annually our complaints policy and procedures.

We recognise that many concerns will be raised informally, and dealt with quickly. Our aims are to:

- Resolve informal concerns quickly;
- Keep matters low-key;

Enable mediation between the complainant and the individual to whom the complaint has been referred. An informal approach is appropriate when it can be achieved. But if concerns cannot be satisfactorily resolved informally, then the formal complaints procedure should be followed.

Preamble

Definition: QVIS Monitoring Ltd defines a complaint as 'any expression of dissatisfaction, however made, about the standard of service, products, actions or lack of action by QVIS Monitoring Ltd, its staff or contractors and that requires a formal response¹.

Purpose: The formal complaints procedure seeks to create a positive approach to complaints and is intended to ensure that all complaints are handled fairly, consistently and wherever possible resolved to the complainant's satisfaction. Complaints are valued as a means to continuously review and improve the services offered by QVIS Monitoring Ltd.

QVIS Monitoring Ltd's responsibility will be to:

- Acknowledge the formal complaint in writing;
- Respond within a stated period of time;
 - Deal reasonably and sensitively with the complaint;
- Take action where appropriate. A complainant's responsibility is to:
 - Bring their complaint, in writing, to QVIS Monitoring Ltd's attention normally within 30 days of the issue arising;
- Raise concerns promptly and directly with a member of staff in QVIS Monitoring Ltd;
- Explain the problem as clearly and as fully as possible, including any action taken to date;
- Allow QVIS Monitoring Ltd a reasonable time to deal with the matter;
 - Recognise that some circumstances may be beyond QVIS Monitoring Ltd's control.



Responsibility for Action: All Staff of QVIS Monitoring Ltd.

Confidentiality: Except in exceptional circumstances, every attempt will be made to ensure that both the complainant and QVIS Monitoring Ltd maintain confidentiality. However the circumstances giving rise to the complaint may be such that it may not be possible to maintain confidentiality (with each complaint will be judged on its own merit). Should this be the case, the situation will be explained to the complainant.

Monitoring and Reporting: Directors of QVIS Monitoring Ltd will receive monthly, a report of complaints made and their resolution.

Formal Complaints Procedure

Stage 1

In the first instance, if you are unable to resolve the issue informally, you should write to the member of staff who dealt with you, or their manager, so that he or she has a chance to put things right.

If your complaint concerns a Director of QVIS Monitoring Ltd, rather than a member of QVIS Monitoring Ltd's staff, you should write formally to the individual concerned or the Managing Director of QVIS Monitoring Ltd. In your letter you should set out the details of your complaint, the consequences for you as a result, and the remedy you are seeking.

You can expect your complaint to be acknowledged within 4 working days of receipt. You should get a response and an explanation within 10 working days. If you are unsure which member of QVIS Monitoring Ltd staff to write to, your complaint should be sent to the Managing Director of QVIS Monitoring Ltd.

Our contact details can be found on the [Contact Us](#) part of the QVIS Monitoring Ltd Website.

Stage 2

If you are not satisfied with the initial response to the complaint then you can write to QVIS Monitoring Ltd 's Executive Secretary and ask for your complaint and the response to be reviewed. You can expect the Executive Secretary to acknowledge your request within 4 working days of receipt and a response within 10 working days. QVIS Monitoring Ltd's aim is to resolve all matters as quickly as possible. However, inevitably some issues will be more complex and therefore may require longer to be fully investigated. Consequently timescales given for handling and responding to complaints are indicative. If a matter requires more detailed investigation, you will receive an interim response describing what is being done to deal with the matter, and when a full reply can be expected and from whom.

Final Stage

If you are not satisfied with the subsequent reply from QVIS Monitoring Ltd's Manager or Senior representative, then you have the option of writing to the Managing Director, stating the reason why you are dissatisfied with the outcome. You must do this within 10 days of receiving the written response from QVIS Monitoring Ltd's Manager or Senior representative.

The Managing Director (or their nominee) will respond normally within 10 working days to inform you of the action which will be taken to investigate your complaint, and when you can expect to hear the outcome of the investigation.

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