

Complaints Policy

1. Introduction

This Complaints Policy outlines how The Guardian Service Ltd receives, handles, and resolves complaints. We are committed to addressing complaints in a fair, efficient, and transparent manner, viewing each complaint as an opportunity to improve our services and processes.

2. Definition of a Complaint

A complaint is an expression of dissatisfaction about our services, actions, or lack of action that requires a response. This includes complaints about quality of service, staff conduct, policies, procedures, or decisions.

3. How to Make a Complaint

Complaints can be submitted through the following channels:

- By phone: 0333 999 8922
- By email: contact@theguardianservice.co.uk
- In writing to: 8 Devonshire Square, London, EC2M 4PL

4. Complaints Procedure

4.1 Acknowledgment

We will acknowledge receipt of your complaint within 3 business days.

4.2 Investigation

We will:

- Assign an appropriate Operations Manager to investigate your complaint
- Gather and review all relevant information
- Consult with relevant parties as necessary
- Make a fair and reasonable decision based on the evidence

4.3 Response

We will provide a response to your complaint within 10-15 business days. If we cannot meet this timeframe, we will inform you of the reason for the delay and provide an estimated timeframe for resolution.

4.4 Resolution

Our response will include:

- The outcome of the investigation
- The reasons for our decision
- Any action we have taken or will take
- Options for review if you are dissatisfied with the outcome

5. Escalation Process

If you are not satisfied with the initial response to your complaint:

1. **First Review:** Request that your complaint be reviewed by a Director.
2. **Second and Final Review:** If still unresolved, your complaint may be escalated to CEO.

6. Recording and Reporting

All complaints will be recorded in our complaints register. We will regularly analyse complaints data to identify trends and systemic issues, and report on these to the Board.

7. Continuous Improvement

Insights from complaints will be used to:

- Improve our services, policies, and procedures
- Enhance staff training and development
- Prevent similar issues from recurring

8. Policy Review

This policy will be reviewed annually to ensure it remains effective and up to date.

9. Contact Information

For questions about this policy or assistance with making a complaint, please contact:

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