



# Complaints Policy and Procedure

Updated: 16.05.2018

B1 Adastral Park, Martlesham Heath, Ipswich, IP5 3QU  
info@alphaguardians.co.uk  
+44 (0)1473 559015  
www.alphaguardians.co.uk

# Complaints Policy and Procedure

Alpha Guardians is committed to providing an excellent, high quality service for all stakeholders. Many issues can often be resolved effectively before the need for a formal complaint arises, and we would always prefer this route in the first instance. Occasionally, when matters cannot be resolved informally, it is necessary for a more formal route to be taken and in doing this we aim to handle any complaints in writing by:

- Dealing with the complaint swiftly, politely, and if appropriate, confidentially. The complaint will be acknowledged within 48 hours of receipt
- Keeping the complainant updated on progress as to current action being taken and any results
- Responding in the correct way, whether through explanation, apology or information on action taken
- The Directors will deal with the complaint within 5 working days, pending any investigations which may need to be carried out
- Clear records will be kept at each step of the process
- Should the complaint be unsuccessfully resolved, then either party may make a written, formal representation to the Trustees of Aegis, where a Complaints Panel will be appointed to hear the grievance or complaint. The panel will consist of independent and impartial arbiters and the decision of the panel is final.
- Should the decision of the Complaints Panel fail to successfully settle the grievance, then the complainant has the right to pursue the grievance through the courts.