



Lyons Fire Safety Appeals Procedure

Introduction

At Lyons Fire Safety, we strive to provide high-quality service and maintain excellent standards across all operations. However, we understand that there may be instances where you might not be satisfied with the outcome of a complaint. This appeals procedure outlines the steps you can take if you wish to appeal a decision made regarding a complaint, ensuring that your appeal is handled fairly, objectively, and promptly.

1. Objective

The objective of this procedure is to ensure that all appeals are addressed systematically and transparently, with the aim of achieving a satisfactory resolution for all parties involved.

2. Scope

This appeals procedure applies to:

- Clients and customers
- Contractors and suppliers
- Employees and team members
- Any other stakeholders

3. Grounds for Appeal

You may appeal a decision based on the following grounds:

- You believe the investigation process was flawed or biased
- New evidence has come to light that was not considered during the initial investigation
- You believe the resolution provided is unsatisfactory or incomplete

4. How to Submit an Appeal

4.1 Preparing Your Appeal

When submitting an appeal, please include the following details to ensure a thorough review:

- A copy of the initial complaint and the response received
- A detailed explanation of why you are not satisfied with the outcome
- Any additional evidence or information that should be considered

4.2 Submitting Your Appeal

Submit your appeal through one of the following methods:

- Email: david@lyonsfiresafety.co.uk



- **Post:** TBC, UK

5. Appeals Handling Process

5.1 Acknowledgment

- You will receive an acknowledgment of your appeal within 3 working days of its receipt. This acknowledgment will include the name and contact details of the person handling your appeal.

5.2 Review

- A senior manager who was not involved in the original investigation will review your appeal. This may involve:
 - Re-evaluating all documentation and evidence related to the initial complaint
 - Conducting additional interviews with relevant personnel
 - Considering any new evidence or information provided

5.3 Response

- A formal written response will be provided within 20 working days of acknowledging your appeal. If more time is required for a thorough review, you will be informed of the delay and given a new timeframe.

5.4 Final Decision

- The response will include the outcome of the appeal, any actions taken or proposed to resolve the issue, and the final decision.
- The decision on the appeal is final, and no further appeals will be considered.

6. Confidentiality

All appeals will be handled with the highest level of confidentiality and in accordance with our Privacy Policy. Information will only be shared with those who need to know as part of the review and decision-making process.

7. Monitoring and Review

All appeals are documented and reviewed regularly to identify any trends or areas for improvement. This helps us to enhance our services and prevent future issues.

The Appeals Procedure will be reviewed annually to ensure its continued effectiveness and compliance with any new regulations or best practices.

8. Contact Information

For any queries regarding this appeals procedure, please contact:

Appeals Coordinator

Email: david@lyonsfiresafety.co.uk



Phone: 0121 517 0562

Address:

This Appeals Procedure ensures that Lyons Fire Safety addresses appeals promptly, fairly, and objectively, maintaining transparency and striving for excellence in customer service.

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