



Lyons Fire Safety Complaints Procedure

Introduction

At Lyons Fire Safety, we are committed to providing high-quality service and maintaining excellent standards in all our operations. Despite our best efforts, we recognize that there may be occasions when clients or stakeholders are not satisfied with our services. This complaints procedure outlines the steps to take if you have a complaint, ensuring that it is handled fairly, effectively, and promptly.

1. Objective

The objective of this procedure is to ensure that all complaints are handled systematically, transparently, and with respect, aiming for a satisfactory resolution for all parties involved.

2. Scope

This complaints procedure applies to:

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

3. Definition of a Complaint

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of our service, personnel, or operations.

4. How to Make a Complaint

4.1 Informal Complaint

Many complaints can be resolved informally. In the first instance, please raise your complaint with the relevant personnel involved. You can do this by:

- Speaking directly to the person involved
- Contacting the department manager

4.2 Formal Complaint

If the complaint cannot be resolved informally, or if you are not satisfied with the response, you should follow the formal complaint procedure:

- **Step 1:** Write your complaint and include as much detail as possible, such as:
 - Description of the issue



- Relevant dates and times
- Names of personnel involved
- Any supporting documents
- **Step 2:** Submit your complaint by:
 - **Email:** david@lyonsfiresafety.co.uk
 - **Post:**

5. Complaints Handling Process

5.1 Acknowledgment

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

5.2 Investigation

- A thorough investigation will be conducted by the Complaints Officer or an appropriate manager. This may involve:
 - Reviewing documents and records
 - Interviewing staff and any other relevant personnel
 - Gathering additional information

5.3 Response

- A formal written response will be provided within 15 working days of the acknowledgment. If more time is required, you will be informed of the delay and given a new timeframe.

5.4 Resolution

- The response will include the outcome of the investigation, any actions taken or proposed to resolve the complaint, and any options for further recourse if you are still not satisfied.

6. Appeals

If you are not satisfied with the resolution, you can appeal the decision by writing to:

Appeals Department

Email: david@lyonsfiresafety.co.uk

Post:

- Your appeal will be reviewed by a senior manager who was not involved in the original investigation. A final decision will be communicated within 20 working days.

7. Confidentiality



All complaints 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 investigation and resolution process.

8. Monitoring and Review

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

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

9. Contact Information

For any queries regarding this complaints procedure, please contact:

Complaints Officer

Email: david@lyonsfiresafety.co.uk

Phone: 0121 517 0562

Address:

This Complaints Procedure ensures that Lyons Fire Safety addresses complaints promptly, fairly, and systematically, maintaining transparency and striving for excellence in customer service.

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