

Complaints Policy

Remote Monitoring Services are committed to effective and efficient handling of all complaints received by us.

A complaint can be received in any format, each will be treated with equal concern. We aim to comply with the guiding principles of ISO 10002:2014 which are:

- **Accessibility** – our complaints management process will be accessible to all stakeholders. It is therefore issued on our website and available on request to all stakeholders.
- **Responsiveness** – All complaints will be acknowledged within 48 hours. All complainants will be kept informed about the outcome of their complaint; a resolution is sought within 14 days.
- **Objectivity** – Each complainant's input will be dealt with equitably, objectively and in an unbiased way
- **Charges** (fees) – access to the complaints handling process being free from any charges or fees
- **Confidentiality** – Personally identifiable information will always be treated in the strictest of confidence and protected from any exposure to non-authorised personnel
- **Customer-focussed approach** – all complaints will be handled with the best interests of the customer at heart
- **Accountability** – lines of accountability for the prompt investigation and satisfactory closure of all received complaints will be identified within our processes
- **Continual Improvement** – our permanent objective is to bring about continual improvements to all our processes; including the complaints process itself

Complaints Handling Procedure:

Owner	Process
Operator	Complaint received via email/phone/post & logged on MC86 Form
Supervisor	Supervisor investigates the incident and reports findings to manager
ARC Manager	ARC manager signs off report, establish improvements and completes actions and informs customer of findings
Management Team	Discuss findings