

COMPLAINTS POLICY

Our aim:

Eurotech Monitoring Services Limited is committed to providing a high-quality service to all our clients. Working in an open and accountable way that creates respect and trust to all our stakeholders. This will be achieved by listening to their views and in particular by addressing their complaints in a responsive and positive manner. By these means the Company will strive to constantly improve our services to our clients, members and stakeholders alike.

Objectives

- To provide a simple means whereby clients and stakeholders are able to raise their complaints should they be dissatisfied with the service they receive.

- Ensure all complaints are dealt with in a speedy and in a courteous and understanding manner.

- To ensure that where a client/stakeholder is dissatisfied with our decisions they are provided with a means of redress.

Definition of Complaint:

An expression of dissatisfaction, however made, about the standard of service, actions or lack of action by us that requires a response.

How to Complain

Anyone wishing to complain may do so in person, by telephone, or in writing (by letter, fax or e-mail). Any member of Eurotech staff can accept a complaint. We would encourage you to indicate the actions you feel would resolve your complaint. (however we cannot guarantee to comply).

A complaint may be raised either formally or informally.

Where a complaint is raised informally. Our aims are to:

- Resolve the matter speedily
- Keep the matter low key





Stage 2

1. Every effort should be made to resolve complaints in the initial stage.
2. Should you be unable to resolve the matter informally, you should then put your complaint in writing and forward to Eurotech Monitoring's Head Office, outlining the exact nature of the complaint been made, the consequences for you as a result, and the remedy you are seeking.
3. The person receiving the complaint will acknowledge and record the complaint in writing, within three working days, advising you of the name of the person dealing with their complaint and the response time scale (that a full response or progress report will be sent to the complainant within ten working days).

Stage 1

Formal Complaint Procedure

- Bring the complaint to Eurotech's attention within eight weeks of the issue arising.
- Give a clear and detailed explanation of the problem as fully as possible, including any action taken to date.
- Allow Eurotech sufficient time to deal with the matter.

The complainant's responsibility is to :

- Acknowledge the complaint in writing/e-mail.
- Respond in an understanding and sensitive manner.
- Respond within a stated time period.
- Take the appropriate action.
- Forward and apology if a complaint is justified.

Eurotech's responsibility will be to:

- Ensure the client/stakeholder is satisfied with our actions.
- Where a complaint is received formally, Then the following complaints procedure should be followed.



THIS IS A CONTROLLED COPY WHEN THIS STATEMENT IS IN BLUE.
IF THIS IS BLACK IT IS NOT SUBJECT TO UPDATE AND THE ISSUE SHOULD
BE CONFIRMED PRIOR TO USE

Final Stage

Should you not be satisfied with the subsequent reply from the Managing Director,
then you have the option of addressing your complaint to the security industry's Trade
Association, which is the British Security Industry Association Kirkham House, John
Comyn Drive, Worcester WR3 7NS or the Security Industry Authority Approved
Contractor Scheme P.O. Box 49768, London WC1V 6WY.

If you are not satisfied with the response to your complaint you can write to Eurotech
Monitoring Services Limited Managing Director at 1 St Michael's Terrace London N22
7SD and ask for your complaint and the response to be reviewed. The Managing
Director will acknowledge your request within fifteen working days.