

Quality Manual**Complaints Handling Policy****Page 1 of 2**

S.C.A.M.P. Security is fully committed to providing a quality service and to continually improve our service by:

- Listening and responding to the view and opinions of our staff and customers; and by:
- Responding to all complaints and suggestions in a timely and positive manner – including putting right any identified mistakes or errors through appropriate corrective and preventive actions that will prevent any future recurrence and lead to continual improvement.

The company is committed to effective and efficient handling of all complaints received by us related to the services we provide; and in doing so we aim to comply with the guiding principles of ISO 10002: 2004:

- **Accessibility** – Our complaints management system will be accessible to all complainants. It is therefore issued on our website
- **Responsiveness** – All complaints will be promptly acknowledged and all complainants will be kept informed about the outcome of their complaint
- **Objectivity** – Each complainants input will be dealt with equitably, objectively and in an unbiased way
- **Charges (Fees)** – Access to the complaints handling system is 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-focused Approach** - The company is open to feedback including complaints. All complaints will be handled in the best interests of the customer
- **Accountability** – Lines of accountability for the prompt investigation and satisfactory closure of all received complaints will be identified within our processes
- **Continual Improvement** – Our objective is to bring about continual improvements to all our processes; including the complaints process itself

The aim of the company is to ensure that:

- Making and registering any form of complaint is as easy as possible
- We deal with it politely, promptly and confidentially
- We respond in the right way with either an explanation or an apology where we have got things wrong and/or with agreed action taken to resolve the problem and prevent recurrence
- We learn from complaints, use them to improve our service and review our systems on a regular basis, resulting in lasting and continual improvements

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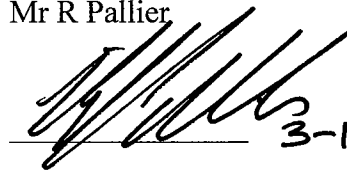
Our responsibility will be to:

- Acknowledge the complaint in writing, preferably via email
- Respond with an acknowledgment of receipt within 1 working day
- Deal reasonably and sensitively with the complaint
- Take action where appropriate

Managing Director:

Mr R Pallier

Signature:

 3-11-2010 .