

## Complaints Policy

**Date:** Wednesday, 01 January 2026

**Review Date:** Thursday, 01 January 2027

Britannica Safety Ltd is committed to providing high-quality services and ensuring customer satisfaction. We recognise that occasionally, concerns or issues may arise. This Complaints Policy outlines our procedure for addressing and resolving complaints swiftly, effectively, and fairly.

### Our Commitments:

#### 1. Receiving Complaints

- Complaints can be submitted verbally, in writing, or via email.
- All complaints should initially be directed to Chris Davies, who is responsible for handling and resolving complaints.

**Contact:**

**Chris Davies**

**Email:** [chris.davies@britannicasafety.co.uk](mailto:chris.davies@britannicasafety.co.uk)

**WhatsApp:** 07539 570 495

#### 2. Acknowledging Complaints

- We will acknowledge all complaints within 2 working days of receipt.

#### 3. Investigating Complaints

- A thorough investigation will be conducted promptly, objectively, and impartially.
- We may request further information or clarification to understand the details fully.

#### 4. Responding to Complaints

- We aim to provide a comprehensive response within 10 working days.
- If more time is required, we will communicate clearly, providing updates on progress and expected resolution timeframes.

#### 5. Resolution and Feedback

- If a complaint is upheld, we will take appropriate corrective action to rectify the situation.
- We encourage feedback from complainants to ensure their satisfaction with the resolution provided.

#### 6. Learning and Improvement

- All complaints will be analysed regularly to identify trends and opportunities for continuous improvement in our services and operations.

Britannica Safety Ltd values transparency, accountability, and customer feedback. We are dedicated to learning from experiences to enhance our standards and customer relations continuously.

**Signed:**

**Christopher Driver**

Director