



Airtight & Noisecheck Ltd – Complaints Procedure

1. Purpose

To ensure that any concerns or complaints related to our services, staff behaviour, policies, or operations are addressed promptly, fairly, and with due respect, while discouraging malicious or false allegations.

2. Scope

This procedure applies to all complaints raised by customers, clients, suppliers, or employees regarding any aspect of Airtight & Noisecheck Ltd's activities.

3. Definitions

- **Complaint:** Any expression of dissatisfaction, whether justified or not, concerning actions, decisions, or omissions by the company or its representatives.
 - **Malicious or false allegation:** A complaint made with intent to deceive, harm reputation, or bring unjustified criticism, often lacking credible evidence.
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4. Complaint Channels & Escalation

Step 1: Initial Contact – Operations Manager

- **Who:** The designated Operations Manager (or equivalent role).
- **How:** Complaints can be submitted via email, phone, in-person, or using our complaints form on the website.
- **What we do:**
 - Acknowledge receipt within **5 business days**.
 - Keep a confidential record (date received, complainant details, nature of complaint).
 - Investigate the issue promptly and contact the complainant with a proposed resolution or update within **10 business days**.

Step 2: Internal Review

- If more information is required, the Operations Manager will consult relevant staff, review internal records, or request further details from the complainant.

Step 3: Escalation to Director

- If the complainant remains dissatisfied with the outcome or handling, they may escalate to the **Technical Director**.
 - The Director will:
 - Acknowledge escalation within **5 business days** of notification.
 - Conduct an independent review within **10 business days**.
 - Communicate final decision and any corrective actions clearly and in writing.
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5. Timescales Summary

Stage	Timeline
Acknowledge initial complaint	Within 5 business days
Resolution/update by Operations Manager	Within 10 business days
Acknowledge escalation by Director	Within 5 business days
Final decision by Director	Within 10 business days

6. Malicious or False Allegations

- **Objective Assessment**

All allegations are treated seriously and objectively. We gather evidence and review relevant facts before concluding.

- **Dealing with False Claims**

If an allegation is found to be false with no supporting evidence—or made in bad faith—the company reserves the right to:

1. Dismiss the complaint.
2. Inform the complainant in writing that no further action will be taken.
3. Reserve the right to seek redress if the false allegation has caused demonstrable harm to the company or employees.

- **Protection against Retaliation**

Staff raising genuine concerns in good faith are protected. However, deliberate misuse of the complaints process may result in disciplinary action.

7. Record Keeping & Confidentiality

- Every complaint is recorded and retained securely for a minimum of **3 years**, per our retention policy.
 - Only staff involved in the investigation (Operations Manager, Director, relevant personnel) have access to complaint records.
 - Data is stored in compliance with GDPR and other applicable privacy laws.
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8. Communication of Policy

- This procedure is publicly available on our website.
 - All staff receive training on complaint handling and identifying potential malicious or false claims.
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9. Continuous Improvement

- Periodic reviews are conducted to evaluate complaint trends, root causes, and improvements in service or operation.
 - Feedback from resolved complaints is integrated into training and procedural updates.
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10. Contact Details

Initial contact

Operations Manager: Mark Witcher Tech. I.O.A

Email: mark@airtightnoisecheck.co.uk

Phone: 07971853666

Escalation

Technical Director: Mitch

Email: office@airtightnoisecheck.co.uk

Phone: 03450666966

Document Control

- **Created:** 01/05/2024
- **Next Review Due:** bi-annually (01/05/2026)

Signature:

Mark Witcher – Operations Manager

Airtight & Noisecheck Ltd

Date: 01/05/2024
