

COMPLAINTS POLICY

Asset Recovery Management Group Limited (ARM) incorporating
County Enforcement Limited
Eviction Response Team Limited
Kent Training Academy Limited
Residential Security Team Limited
County Security Limited

INTRODUCTION

This Policy Sets out the process to be followed in dealing with complaints from:

- Members of the public
- Clients
- Consumers

All complaints must be handled in an open and honest manner and seen as an opportunity for the Company to learn from past mistakes and to see the company from an external perspective.

Objective and purpose of the Complaints Procedure

ARM seeks to maintain its reputation as a firm delivering high quality professional services. ARM is also committed to maintaining its responsiveness to the needs and concerns of our clients.

The Policy is designed to provide guidance on the way ARM Group Companies receive and handle complaints made against a group companies, and their employees.

The objective of the Policy is to assist the company, and employees in resolving complaints in an efficient, effective, and professional manner.

Background

In preparing this Policy, ARM has endeavoured to align our procedures with the relevant legal requirements and current best practice.

What is a complaint?

The Policy is intended to address complaints made to an ARM Group Company.

An expression of dissatisfaction made to an organisation, related to its products, or the complaints-handling process itself, where a response or resolution is explicitly or implicitly expected.

Any person or organisation (the complainant) who is dissatisfied with a product or service provided by the firm, for any reason, may contact ARM to complain. A complaint may be oral or written.

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Purpose

The purpose of this procedure is to detail the requirements of how complaints shall be dealt with.

Scope

This procedure will cover the aspects of handling a Complaint from receipt to closing.

Visibility

Our website allows anyone to make a complaint, via the contact us page.

Responsiveness

Receipt of each complaint is acknowledged to the complainant within 24 hours. Complaints will be handled in an efficient and effective manner. Complainants will be treated courteously and kept informed of the progress of their complaint throughout the complaint-handling process.

Objectivity

Each complaint is addressed in an equitable, objective, and unbiased manner through the complaints-handling process.

Charges

There will be no charge to the complainant for making a complaint.

Confidentiality

Personally identifiable information concerning the complainant is actively protected from disclosure unless the complainant expressly consents to its disclosure.

Customer/Consumer focused approach

All employees of ARM Group Companies, including the Director and the management team, are committed to efficient and fair resolution of complaints. We actively solicit feedback from both our clients and consumers on a regular basis and acknowledge their right to complain.

Accountability

All employees accept responsibility for effective complaints handling.

The Operation Managers for the relevant company will ensure that, where appropriate, issues raised in the complaints handling process are reflected in employee performance evaluation.

Continual Improvement

Our complaints handling process will be reviewed periodically, and at least annually, to aim to enhance its efficient delivery of effective outcomes.

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Responsibilities

The Managing Director ultimately has the responsibility of ensuring that all Complaints are satisfied and with the services provided to the expected standard.

Communication – Information on how complaints can be made

Clients are advised that complaints can be made in writing, by email or by telephone. Complaints are recorded on our complaints log.

Where a complaint is about a particular service, contract, or employee you may wish to address your complaint to the relevant Manager (if you know their name) either orally, by letter, or email.

Where possible, complaints should be made in writing so that the details of the complaint are clear and complete.

If you are not sure to whom to refer your complaint, or feel it is inappropriate to address your complaint to the Operations Manager, please write to:

The Compliance Manager, ARM, Unit 43 Riverside Estate, Sir Thomas Longley Road, Rochester, Kent, ME2 4DP

What information is required when making a complaint?

When making a complaint, please provide the following information:

Your name, position and contact details

Your relationship with ARM (i.e., the nature of your engagement with an ARM Group Company, if you are a client)

Your contact person within ARM Group

The nature of the complaint (including when the conduct giving rise to the complaint occurred)

Details of the ARM Group employee involved (if applicable)

Copies of any documentation supporting the complaint.

Assistance with making a complaint

If you need assistance in formulating or lodging a complaint, please contact the Operations Manager. If this is not appropriate, please contact the Compliance Manager (contact details as provided above).

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Acknowledgement of complaints

We are committed to acknowledging all complaints immediately upon receipt. Once a complaint has been received, we will undertake an initial review of the complaint. We will endeavour to resolve complaints within ten working days of receiving the complaint, but this will not be possible on all occasions.

Where our review exceeds ten working days, we will contact you to inform you of the reasons for the delay and indicate to you when we expect to be in a position to complete our review of the complaint.

Your rights during the complaint process

You have the right to enquire as to the status of your complaint by contacting the employee who has been identified to you as handling your complaint.

Response to a complaint

Once we have reviewed your complaint, we will provide you with a written response.

Our quality controls

Complaints will be analysed on a quarterly basis for the identification of systemic or recurring problems. If such problems are identified, the company will consider what actions it may need to take to address these problems.

The complaints handling process will be reviewed periodically, and at least annually, to aim to enhance its delivery of efficient and effective outcomes.

The company will consider what actions it may need to take to address any deficiencies identified in the review.

Where appropriate, issues that arise as a result of the complaints handling process may be incorporated in the process for monitoring and evaluating employee performance.

LEVELS OF COMPLAINT

There will normally be three levels of complaint:

Verbal Complaints about Relatively Minor Matters

The member of staff receiving such a complaint should normally try to immediately resolve it with the complainant. If it concerns the conduct of another member of staff, it should immediately be referred to a supervisor.

Care should be taken to listen to the concerns and respond to these in an open and positive manner. If the matter is resolved then the member dealing with it should simply make a note with the brief details, name of the complainant and how the matter was settled.

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Where a complaint cannot be resolved it will be escalated to a supervisor who will again attempt to resolve it. If this is impossible it will be referred to a manager who will decide if a formal investigation is necessary.

Written Complaints about Minor Matters

These should be dealt with in a similar way to verbal complaints. The complainant should immediately be contacted by telephone and an attempt made to resolve the issue. This should be confirmed to them in writing and a full note made on the file of how the matter was dealt with. If it cannot be resolved, it should be referred to a manager who will decide if a formal investigation is necessary.

Serious Complaints

Serious complaints are those, which allege serious misconduct by a member of our staff. Examples of such allegations might include:

- Assault
- Any other criminal conduct
- Dishonesty
- Harassment
- Behaviour which, if proved, might amount to gross misconduct

Serious Complaints will always immediately be referred to a manager who will arrange for the complaint to be seen immediately. Full details of the matters alleged will be recorded and a complaint form completed.

The matter will then be referred to a manager who will review the evidence and decide if an investigation is warranted. If so, such an investigation will be carried out in line with the Company Misconduct Policy. Such investigations should normally be completed within 10 days

At every stage the complainant must be kept advised of what steps the company is taking to investigate their complaint and what progress is being made.

Internal Departments

All complaints regarding internal departments are to be provided to the Line Manager in person, or email or by phone.

Upon receipt of a complaint the following information is collected:

- Description of complaint
- Details of the supplier/internal department
- Details of the event
- Any other information necessary for effective handling of complaint.

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Acknowledgement of Complaint

The relevant company will acknowledge the complaint either in person or email.

Investigation into the Complaint

The complaint is to be investigated and depending on the severity of the nature of complaint, pass on the relevant information to Management to take relevant action.

Response to Complaints

In some cases, it may take some time to investigate a complaint, constant communication with the complainant is considered imperative.

The Line manager is responsible for keeping the Complainant informed about the status. If the matter has been passed to a Director, then the responsibility of responding to the Complainant is also passed to the Director.

Communicating the Action on a Complaint

As soon as the complaint has been investigated and the action has been defined, either the Line Manager or the appropriate member of the Management team is responsible to convey the information to the complainant.

Closing of the Complaint

Once the action has been conveyed to the complainant and obtained the approval in respect of the plan of action, the Manager is to ensure that the promised action is implemented, and the complaint can be closed and recorded as such.

Marc Mooney
Managing Director
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