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COMPLAINTS & CUSTOMER CARE POLICY

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Approved by:
I. McCallister Chief Executive
Officer (CEO)

Date

January 2026

MAN Commercial Protection Limited (hereto known as MAN Commercial) are committed to providing a high-quality service to everyone we deal with and are always looking for ways to improve our service further. A motto we work by is "The Heart of Our Business Is Our People". To enable us to consistently deliver our high level of service we actively encourage constructive feedback and comments about our service, especially telling us when something may not be right. Any complaint is a dissatisfaction of service which would deem a response. MAN Commercial treat all complaints seriously and use the feedback given to continuously improve and better our service. We aim to investigate and resolve all complaints and issues raised.

This policy covers complaints about:

- *The standard of service we provide*
- *The behavior of our staff*
- *Any action or lack of action by staff affecting an individual, organization or group*

Our complaints policy does not cover:

- *Matters that have already been fully investigated through this complaint's procedure*
- *Complaints about access to information where procedures and remedies are set out in legislation, e.g., Freedom of Information Act 2000, Data Protection Act 2018*

MAN Commercial Protection Limited standards for handling complaints:

MAN Commercial will treat complaints seriously, you will be treated with courtesy and fairness at all times. We would kindly request that in return we hope that you will always be fair and courteous in your dealings with our staff. All complaints received will be dealt with in confidence via the relevant department.

Timescales:

We aim to deal with all complaints promptly. MAN Commercial will respond to most complaints as soon as possible in some cases this may take longer than usual, the maximum amount of days will be specified via the person dealing with the case.

Confidentiality:

All complaints received will be dealt with confidentially and in accordance with the requirements of the Data Protection Act 2018 and in line with GDPR Regulations 2018.

Complaint data will be shared via an annual internal report and in management meetings with the relevant staff members covering numbers and categories we received, and complaint upheld.

How to make a complaint:

A formal complaint must be made via email or post. You can make a telephone call to advise of your complaint however - An informal complaint can be made via telephone; this will then be followed up internally.

You can send an email to hr@mancommercialprotection.co.uk or write to MAN Commercial Protection Ltd, 5 Highlands Court, Cranmore Avenue, Shirley, Solihull, B90 4LE.

Extending time limits:

We aim to respond to all complaints as soon as possible; however, if a complaint is very complex it may occasionally require an extended time for investigation due to the company adhering to internal procedures and so on, should this be the case the company will notify you.

How the complaint will be recorded:

All complaints, whether formal or informal, are recorded via a Complaint Register. The register shall consist of the information below and will be audited on a frequent basis to ensure that incidents are not being repeated and improvements are being made.

- *Complaint Reference*
- *Date Complaint Received*
- *Complaint Received By (Method)*
- *Site Complaint Refers To*
- *Contract Manager/Director*
- *Complaint Originator Type (Consumer/Client)*
- *Description of Complaint*
- *Department(s) Involved*
- *Investigation Assigned to*
- *Date Complaint Closed*
- *Complaint Duration*

Patterns and Analysis

As mentioned above, the register will be reviewed monthly by the appointed person to identify any patterns or reoccurring issues. MAN Commercial Protection are dedicated to enhancing and continuously improving our performance, services and functions via the auditing of our complaint records and our investigation processes. Where any gaps or patterns are identified, we will aim to put corrective actions and mitigating solutions in place as soon as possible.

Please note: the employee investigating and responding to the complaint has full authority and internal credibility to ask questions, carry out investigations and interviews, obtain and analyze evidence, recommend policy and process changes and be involved in department functions for the purposes of complaint handling. Should at any point your complaint be proven to be invalid the employee investigating has the right to close the complaint.

Should you remain unsatisfied:

Should you remain unsatisfied with MAN Commercial Protections response/outcome you can escalate your complaint to a director internally within 7 days of receiving your final response.

If a learner is unsatisfied with a response, they can escalate this to the awarding organization or qualification regulator within 7 days of the final response, details of the relevant organization or regulator can be provided upon request.