



225 FIRE SOLUTIONS
Business Fire Solutions across the South-West

FORMAL COMPLAINTS POLICY – 225 Fire Solutions

****FORMAL COMPLAINTS POLICY****

****1. Purpose****

The purpose of this Complaints Policy is to provide a clear framework for addressing complaints made by customers, employees, and other stakeholders. Our goal is to ensure that all complaints are handled fairly, promptly, and effectively.

****2. Scope****

This policy applies to all complaints received by the company, whether verbal or written, from customers, employees, suppliers, or any other stakeholders.

****3. Definition of a Complaint****

A complaint is defined as any expression of dissatisfaction regarding the services, products, or behaviour of the company or its employees.



225 FIRE SOLUTIONS
Business Fire Solutions across the South-West

****4. How to Make a Complaint****

Complaints can be made through the following channels:

- ****In Person: **** Speak directly with a member of staff.
- ****By Phone: **** Call our designated complaints line at 0345 257 0225
- ****In Writing: **** Submit a written complaint via email to 225firesolutions@gmail.com or send a letter to **225 Fire Solutions**, Office 5, The Exeter Business Hub, Queensgate House, 48 Queen St, Exeter, EX4 3SR

****5. Complaint Handling Process****

****Step 1: Acknowledgment****

Upon receipt of a complaint, we will acknowledge it within 2 business days.

****Step 2: Investigation****

Our management team will investigate the complaint thoroughly and may contact the complainant for further information if necessary.

****Step 3: Resolution****

We aim to resolve complaints within 10 business days. Once an investigation is complete, we will provide a written response detailing the findings and any actions taken.



225 FIRE SOLUTIONS
Business Fire Solutions across the South-West

****6. Confidentiality****

All complaints will be treated confidentially and will only be discussed with those involved in the complaint handling process.

****7. Record Keeping****

We will maintain a record of all complaints received, along with the actions taken and outcomes, for monitoring and review purposes.

****8. Review of Policy****

This Complaints Policy will be reviewed annually to ensure its effectiveness and relevance. Adjustments will be made as necessary to improve our complaint handling process.

****9. Commitment to Improvement****

We are committed to learning from complaints and using the feedback to enhance our services and operations.



225 FIRE SOLUTIONS
Business Fire Solutions across the South-West

****10. Contact Information****

For any questions regarding this policy or to make a complaint, please contact:

225 Fire Solutions – 0345 257 0225

225 Fire Solutions

Office 5, The Exeter Business Hub, Queensgate House,
48 Queen St,
Exeter, EX4 3SR