

COMPLAINTS POLICY

INTRODUCTION

DAS Fire are committed to providing an efficient and reliable product/service to all its customers and strive to exceed expectations. We understand however that this may not always be achieved and actively encourage customer feedback. We view complaints as an opportunity to learn and improve, as well as a chance to put things right for the person or organisation that has raised the complaint.

Our policy is to:

- provide a fair complaints procedure which is clear and easy to use
- publicise the existence of our complaints procedure so that people know how to contact us
- ensure our employees know what to do if a complaint is received
- ensure all complaints are investigated fairly and in a timely way
- ensure that complaints are, wherever possible, resolved and good working relationships maintained
- learn from the process and implement improvements where applicable

WHAT IS A COMPLAINT?

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of DAS Fire.

Complaints may come from any person or organisation who has a legitimate interest in DAS Fire. A complaint can be received verbally, by phone, by email or in writing. This policy does not cover complaints from employees, who should refer to DAS Fire Employee Handbook Discipline and Grievance procedures.

RAISING A COMPLAINT

On the rare occasion that any part of our service does not meet expectations, we have implemented a procedure designed to minimise the inconvenience to our customers and to resolve any complaint in a speedy and satisfactory manner.

Complaints may be sent to DAS Fire Limited:

In Writing: 13 Campbell Court, Bramley, Hampshire. RG26 5EG.
By E-mail: info@dasfire.com
Verbally: 0845 544 2316

Whilst all methods above are accepted means of reporting a complaint, we would request that any verbal complaints are confirmed in writing so that the complaint is recorded in the complainants own words.

It is the policy of DAS Fire that all complaints are taken seriously and are dealt with in a uniformed way. Within our complaints procedure we aim to:

- Acknowledge all complaints within 2 working days.
- Issued a proposed resolution within 2 weeks.

In the event of any unavoidable delays in issuing a response to a complaint, such as an investigation not having been fully completed, we would keep you updated on progress and provide an indication of when a proposed resolution may be issued.

All complaints will be dealt with by our Management Team and contact details for the appointed complaint handler will be provided during acknowledgement. This individual will be the point of contact for any enquiries relating to progress of a complaint.

CONFIDENTIALITY

All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

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COMPLAINT RESOLUTION

Our customers are important and we will look to fully resolve any matters brought to our attention. However, should any customer be dissatisfied with the complaint resolution proposed, they should discuss this with their appointed complaint handler.

If, having followed DAS Fire complaint process, a complainant remains dissatisfied, they can refer the complaint to the FOS, free of charge (if they are an eligible complainant - as defined by FOS), but they must do so within 6 months of the date of DAS Fire final response. If a complaint is not referred in time, the FOS will not have our permission to consider the complaint, and so will only be able to do so in very limited circumstances.

For more information please contact the FOS at:

The Financial Ombudsman Service
Exchange Tower
London
E14 9SR

Or, call **0300 123 9123** or **0800 023 4567**, or you can register your complaint online. Full details can be found at www.financial-ombudsman.org.uk

RESPONSIBILITY

Overall responsibility for this policy and its implementation lies with the Managing Director. This policy is reviewed regularly and updated as required.

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