

Complaints Policy

We acknowledge that, no matter how hard we try to do our best, mistakes sometimes occur, and we may occasionally not give our Stakeholders, Employees or Clients the high quality of service that they properly expect from us.

We welcome, in those situations, being told that this has happened in the form of a Complaint.

When this occurs, which should be rarely, we will make every effort possible to quickly and efficiently remedy the problem, acknowledging directly our responsibility to correct errors, and doing so without compromising the rights and expectations of our Stakeholders, Employees, or Clients.

We incorporate everything we learn from addressing a Complaint to make our future quality of service better and to avoid similar problems from happening in the future.

We pledge to address Complaints:

Swiftly: A formal acknowledgement within 24 hours, If the complaint has not been resolved to send an interim response at the 3 day point, A full and final response at the 7 day point, A follow up 10 - 14 days after the final response to ensure the complainant is still happy with the resolution.

Efficiently: The Director of the business will personally take charge of the investigation of the complaint and directly communicate with the complainant to attempt to resolve the problem without delay.

Transparently: Documentation will be kept of the full results of the investigation and provided to the complaining party.

Honestly: If we have made an error or mistake, we will frankly acknowledge it. If our service was deficient in any way that was within our reasonable control, we will do our utmost to ensure that the complaining party does not suffer the consequences.

If you have a Complaint please communicate with the Aimsecurity Uk Ltd Team via Email, postal letter, fax, or telephone. Complaints can be addressed to any of our staff members.

Signed Position Divector Date 01/04/2024

Doc No: QBD.03, Issue Date: 01-10-2020, Issue: 2



Controlaints Policy

ילוני להליטות הפלקות להפל יינו היפליטה לימות להפל את להיינות להיינות ביותר. הקונה להיינות היינות היינות היינות מתם היינות מבנות היותר היינות לא מינות להיינות להיינות היינות למוסיים, הפינות היינות ללקות קהקיקה ב לפתר היינות לינות היינות היינות לא מינות לינות הו

dil mersorre, in Priest aradersira betty ties that the bay harpy estad a top page of y Cyclical

A ben in a common of a bound for dama and a major and a major parabolar of and a second of a common of the common of a common

Men et all de compressione de la grande de compressione de la compressione de la compressione de la compressio Se consecuención de la compressione de la compressione de la compressione de la compressione de la compressione

almote will be seen a progetic conti-

en de la composition de la composition de la filteración de la composition de la composition de la composition La composition de la La composition de la La composition de la composition della composition de la composition de la composition de la composition della composition della composition de la composition de la composition della composition della

par in a suggression with far og som internalisment par upper som et avector of the analysis of the affine part Of the source of

Transparente de la comercia de comercia de comercia de la comercia de los entrestigacion una provede de Los los especies de contra de contra de la comercia de la comercia de la comercia de la comercia de la comercia

<mark>Proceedin</mark>a al contigue e de la composição de como partido de la como de la como de la como de la composição de Interpretado de la como Procedad de la como de la

A some based and but a transfer of the common of the commo

<u>energy and the second of the </u>