



Atlas Electrical & Security Ltd

Complaints Policy

Version 1.0 – Initial Issue

Policy Owner	Stephen Norton
Compliance Manager	James Whitcher
Date Approved	July 2026 (Version 1) Initial Issue
Review Date	July 2027

Atlas Electrical & Security Ltd

Registered Address Unit 2, Victoria Mill Business
Park, Wharf Road, Doncaster, South Yorkshire,
DN1 2ST

VAT Registration Number GB 175 3645 88

Registered in England & Wales No. 11548394

01302 400 218

www.atlassecurity.services

Atlas Electrical & Security Ltd - Complaints Policy

1. Policy Statement

Atlas Electrical & Security Ltd is committed to providing high-quality electrical, fire and security services to all customers. We recognise that there may be occasions where customers are dissatisfied with our products, services or conduct. We view complaints as an opportunity to improve our services and strengthen customer relationships.

2. Scope

This policy applies to complaints received from customers, prospective customers, suppliers, contractors, members of the public and other interested parties.

3. How to Make a Complaint

Complaints may be submitted:

- Via Complaints form on the Company's website
- By email
- By Telephone
- In Writing

Atlas Electrical & Security Ltd will make reasonable efforts to assist customers who require support in submitting a complaint.

4. Complaint Handling Procedure

Upon receipt, all complaints shall be:

- Logged in the Complaints Register
- Assigned a unique reference number
- Reviewed by the Compliance Manager or Managing Director
- Acknowledged within five working days
- Investigated fairly and impartially
- Monitored until resolution.

5. Response

Atlas Electrical & Security Ltd will aim to provide a formal response within 14 working days of receiving the complaint. Where additional time is required, the complainant shall be informed of the reason for the delay and provided with an updated timescale.

6. Escalation

If the complainant remains dissatisfied, the matter may be escalated to the Managing Director for final review.

7. Corrective Action

Where a complaint identifies a failure in service, process or compliance, appropriate corrective action will be taken to prevent recurrence.

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8. Complaints Register

The Compliance Manager shall maintain a Complaints Register and records shall be retained for a minimum of three years.

The Register shall record:

- Complaint reference number.
- Date received.
- Complainant details.
- Nature of complaint.
- Investigation findings.
- Corrective actions.
- Closure date.

9. Confidentiality

All complaints will be handled confidentially, and personal information will be processed in accordance with the Company's GDPR Policy.

10. Monitoring and Review

Complaint trends and recurring issues shall be reviewed during management meetings and used to identify opportunities for continual improvement.

11. Responsibilities

The Managing Director is responsible for reviewing escalated complaints. The Compliance Manager is responsible for maintaining the Complaints Register and coordinating investigations.

12. Related Documents

The policy should be read in conjunction with:

- Complaints Register
- Quality Assurance Policy
- QMS-002 Quality Policy
- Whistleblowing Policy
- GDPR Policy

Signature: Stephen Norton

Position: Managing Director

Date:

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