

Concern, Complaints & Corrective Action Policy

Policy Statement

The Company is committed to providing a quality service to our customers, employees, members of the public and key stakeholders, working in an open and accountable way that builds trust and respect.

One way we can continue to improve our service is by listening and responding to the views, responding positively to concerns and complaints, and putting concerns right.

Therefore we aim to ensure that:

- Raising a concern or complaint is as easy as possible
- We treat a concern / complaint as a clear expression of dissatisfaction with our service which calls for an immediate response
- We deal with it promptly, politely and, when appropriate, confidentially
- We respond in the right way - for example, with an explanation, or an apology where we have got things wrong, or information on any action taken etc.
- We learn from concern / complaints, use them to improve our service, and review annually our policy and procedures

We recognise that many concerns will be raised informally and dealt with quickly. Our aims are to:

- Resolve informal concerns quickly
- Keep matters low-key
- Enable mediation between the complainant and the individual to whom the complaint has been referred

An informal approach is appropriate when it can be achieved. But if concerns cannot be satisfactorily resolved informally, then the formal complaints procedure should be followed.

Formal Concern / Complaints Procedure

Stage 1:

If you are unable to resolve the issue informally, please write to the Manager responsible for the contract or your employment, or if you are not aware of who is responsible, please go to our website www.dardansecurity.co.uk and complete the concern / complaints form. In writing you should set out the details of your concern or complaint, the consequences for you as a result, and the remedy you are seeking.

A concern / complaint will be acknowledged in 4 working days of receipt. A response and explanation to the response should be received within 15 working days.

Stage 2:

If you are not satisfied with the result, please write to Andrew Barnard, ESG and Compliance Manager by post or email andrew.barnard@dardansecurity.co.uk . Your request will be acknowledged in 4 working days of receipt and a response within 15 working days

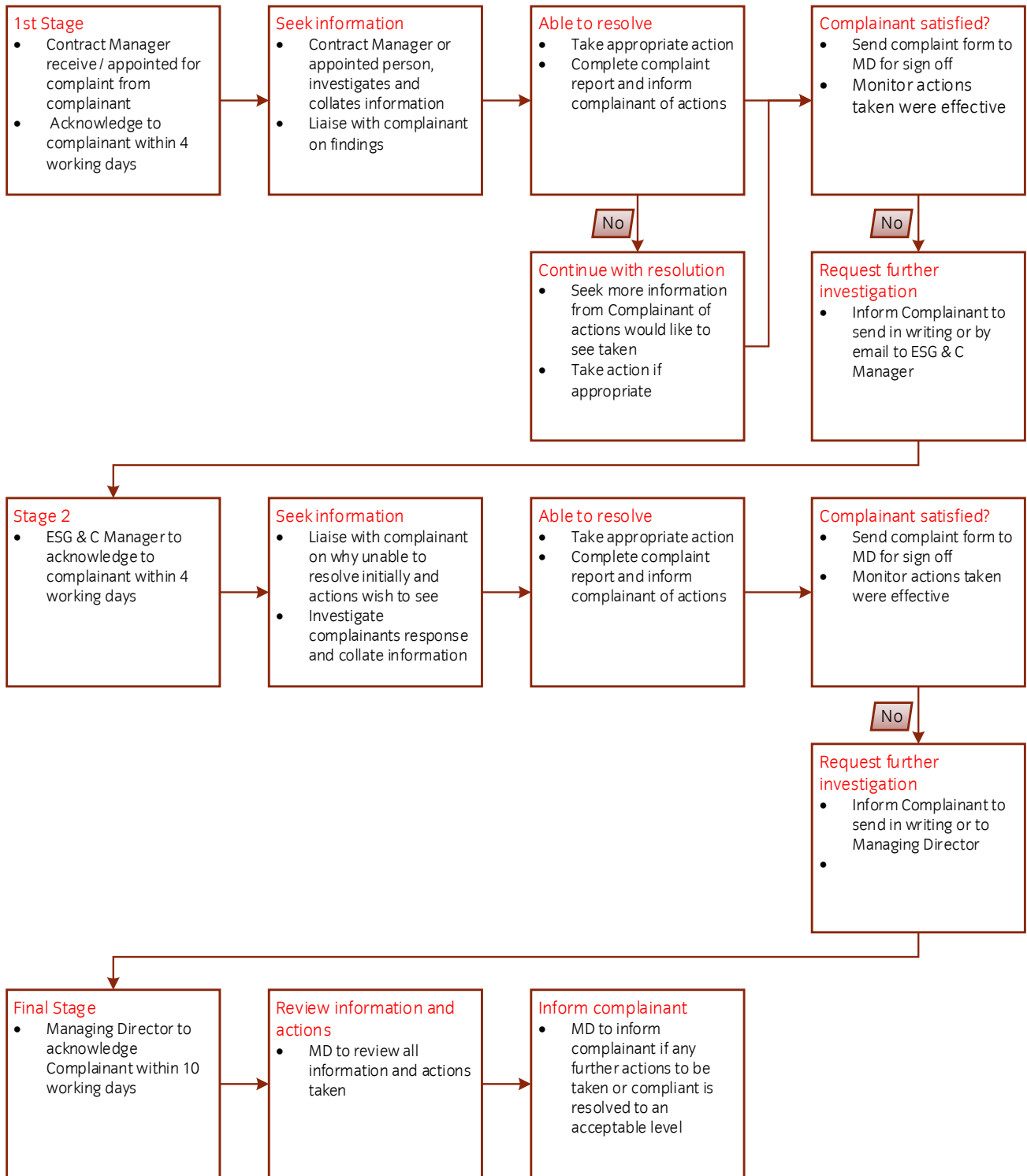
Please note we aim to resolve matters as quickly as possible. However, inevitably some issues will be more complex and therefore may require longer to be fully investigated. Consequently, timescales given for handling and responding to concern / complaints are indicative. If a matter requires more detailed investigation, you will receive an interim response describing what is being done to deal with the matter, and when a full reply can be expected and from whom.

Final stage:

If you are dissatisfied with the subsequent reply from the ESG and Compliance Manager, then you have the option of writing to the Managing Director at Dardan Security, Quern House, Mill Court, Great Shelford, Cambridge CB22 5LD,

stating the reason you are dissatisfied with the outcome. This must be done within 5 days of receiving the written response from the ESG and Compliance Manager.

The Managing Director will respond normally within 10 working days to inform you of the action which will be taken to investigate your complaint, and approximate estimation of when you can expect to hear the outcome of the investigation



Statistics:

Servicing over 5,000 customers, in 2023 Dardan highlighted 8 complaint, concerns or corrective actions that were investigated and resolved, representing a ratio of 0.16% of contracts.