

Complaint Handling Policy

1.1 General

SSI is committed to providing a high quality service to all our stakeholders. When something goes wrong, we need to know about it. This will assist us in improving the service that we provide.

This policy has been designed to assist clients, employees and all other stakeholders. SSI is committed to consistent, fair and confidential complaint handling and to resolving complaints as quickly as possible. We aim to make it easy for clients to make a complaint if they are dissatisfied and we will treat all stakeholders making a complaint equally.

Our complaint handling policy is available to our stakeholders on request and through the SSI website.

1.2 Definition of a complaint

Complaints are defined as any expression of dissatisfaction or grievance made to employees by a client, stakeholder or member of the public in relation to our business.

1.3 Recording complaints

Clients and other stakeholders are requested to email clientservices@ssi-ltd.com with full details of their complaint. All complaints made, verbal or written, will be recorded in the electronic Client Complaints Log at the time the complaint is made, or as soon as possible afterwards.

When taking a verbal complaint, employees will record the name and contact details of the client/stakeholder, as well as full details of the complaint including the date. Details of all communication with the client/stakeholder and any actions to resolve the complaint will be recorded in the same place. Client/stakeholders' personal details or details of their complaint will not be divulged to third parties unless we have their written consent.

Recorded complaints will also be monitored for any ongoing trends by management and efforts made to resolve any ongoing issues.

1.4 Responding to complaints

All complaints will be acknowledged in writing within three working days of receipt. SSI strives to resolve all complaints within fourteen days. Details of the complaint will be passed to the relevant department of SSI to be investigated. Client/stakeholders will be informed of the progress of their complaint and provided with a written response detailing the findings of our investigation. All client/stakeholders making a complaint will be treated with courtesy.

Client/stakeholders will be informed of any changes to our services as a result of their complaint. Client/stakeholders may be contacted at a later date to see if they were happy with how their complaint was handled.

1.5 Escalation of complaints

If a client/stakeholder is not satisfied with the written response, they should request that the complaint be escalated and passed to the MD for review. The MD will review the complaint and respond in writing within fourteen days.

If we cannot resolve the complaint to the client/stakeholder's satisfaction, we will inform them about where they can take further action. Various options will be available including mediation using the Centre for Effective Dispute Resolution (CEDR) model, which encourages the development and use of Alternative Dispute Resolution (ADR) and mediation in commercial and other disputes.

1.6 Review of complaint handling policy

SSI is committed to continuous improvement and this policy is reviewed annually for effectiveness and updated as necessary.