



## QUALITY MANUAL

Document Ref Name: QM

Version No: 25.0

### APPENDIX A

#### SecuriCare Complaints Policy

##### **Policy Statement**

As a business we are committed to ensuring any complaints are dealt with promptly and courteously and to the customer's satisfaction. Our employees will take appropriate action to resolve any complaints within their area of responsibility, following the agreed company procedures. The company seeks to continually improve its service offering to customers and to use analysis of any complaints as a basis for improving that service. The company works to the internationally recognised Quality Management System ISO 9001:2015 with objectives of meeting customer satisfaction and continuous improvement.

##### **Definition**

A complaint is an expression of dissatisfaction with any aspect of our customer service/distribution, products or personnel, whether verbal or in writing, from, or on behalf of, a customer.

The aim of this policy is to ensure that we listen and respond to customers and confirm our commitment to handling complaints in a way which meets our customers' requirements. It is designed to enable a consistent approach to complaints which ensures that they are dealt with effectively and to the satisfaction of the customer.

##### **Objective of the Policy is to**

- Provide a clear and open approach to handling complaints
- Provide a robust standard procedure on handling complaints
- Engender understanding and confidence in the complaints process
- Recognise that complaints provide valuable feed back to the company
- Provide a basis for continual improvement
- Meet industry requirements

##### **Complaints can be made by either**

Writing to: Head of Patient Services, SecuriCare (Medical) Ltd, Cavell House, Knaves Beech Way, Loudwater, High Wycombe, Buckinghamshire, HP10 9QY.

Emailing: [complaints@securicaremedical.co.uk](mailto:complaints@securicaremedical.co.uk) or [QARA@clinimed.co.uk](mailto:QARA@clinimed.co.uk)

Telephoning: 01628 850100

We recognise that many concerns will be raised informally and dealt with quickly. An informal approach is appropriate where a simple resolution can be found to achieve customer satisfaction. But if concerns cannot be satisfactorily resolved informally, then the formal complaints procedure should be followed.

We aim is to resolve all 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 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.

Signed by:   
 Signed: \_\_\_\_\_ Date: 27-02-2026  
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**Ben Miles, Managing Director**