

Platinum Security Complaints Procedure

We have a reputation for our excellent working relationships with our clients and as a result, we very rarely need to adopt a complaints procedure.

However, we feel it is vital that we have one in place to ensure our clients have complete peace of mind. It is our intention to resolve any issues quickly, and at the point of initial concern. We understand that there may be instances where a complaint requires escalation, in which case the following procedure will be implemented:

In the event of an unresolved service level or component quality issue with Platinum Security Ltd, please email office@platinumsec.co.uk. If the issue cannot be resolved satisfactorily, the Company Directors will become immediately involved. All details will be recorded and filed, and we will adopt the following steps in conflict resolution:

Discovery

- We will identify the problem.
- We will get the perspective of all parties involved (client, engineer, salesperson and/or any other third party that may be involved)

Evaluation

- We will identify options that will satisfy the client's need
- We will determine the most appropriate and fair option

Action

- We will implement a resolution
- We will notify all parties of the action taken
- We will identify steps to assure that this conflict will not recur
- We will implement appropriate actions

Review

- We will review what action steps were taken to resolve conflict with client
- We will act with the client, to ensure their satisfaction with the outcome
- We will encourage communication to ensure that all channels are open for further feedback on the process taken and the outcome determined.

We will apply the following protocol:

- The client will notify the Platinum Security Ltd Helpdesk that a concern exists. This can be done by calling our Helpdesk on 01708 733264 or emailing office@platinumsec.co.uk
- If unable to be resolved at this point, our Helpdesk will notify the Company Directors of the concern and the matter will be researched.
- The Company Directors will contact the individual involved directly in the sale or service within 48 hours. They will then either provide the client with a resolution at that time or explain why more time is needed to identify the best possible solution.

In summary, we feel we can confidently provide a service of the highest quality across all aspects of our business.

We are SSAIB approved installer and maintainer of electronic security systems and operate within their published code of conduct. If you have any complaints regarding our services, you are entitled to take your complaint directly to the SSAIB.

Their contact details are as follows:

By post: SSAIB, 7-11 Earsdon Road, West Monkseaton, Whitley Bay, Tyne & Wear NE25 9SX
By telephone: 0191 296 3242
By email: ssaib@ssaib.co.uk

Our full contact details are:

Company Name: Platinum Security Ltd
Registered office: 125 Albany Road, Hornchurch, Essex CM19 4JR
Registration number: Registered in England & Wales No. 05027185
Contact email: office@platinumsec.co.uk
Website: www.platinumsec.co.uk
VAT number: 836 0017 56

