

Complaints Policy

1. Our commitment

We are committed to delivering high-quality installation, monitoring and maintenance of security and alarm services, and to treating every customer fairly, professionally and promptly. If you're unhappy with any aspect of our service, if something does not meet your expectations, we want to hear about it and will deal with your complaint in as quickly as possible and to learn from the experience.

2. What is a complaint?

For the purposes of this policy, a complaint is an expression of dissatisfaction (written or verbal) from a customer about our goods, services, installations, workmanship, monitoring services, communication, billing or our staff/contractors.

3. How to submit a complaint

You may contact us by any of the following:

- Email: info@secureenvironmentsltd.co.uk
- Phone: 07884 090606
- Post: Unit 2d-2e Fitz Gilbert Court Castledown Business Park, Ludgershall, Andover, Hampshire, SP11 9FA.

When contacting us, please provide: your name, contact details, address of the installation (if applicable), your account/contract reference (if available), date of service/installation, details of the complaint (what went wrong) and what resolution you are seeking.

4. Our complaints handling process

Stage 1 – Acknowledgement

We will acknowledge receipt of your complaint within 7 calendar days of receiving it.

Stage 2 – Investigation & Response

We will investigate your complaint promptly, keeping you updated on progress, and aim to provide a full written response within 28 calendar days of receipt of your complaint.

If more time is required (for example, if we need to arrange an inspection, gather technical information or involve third-party suppliers), we'll let you know, explain why, and set out when you can expect our response.

Stage 3 – Remedial Action

If your complaint is upheld (in whole or in part), we will propose and, with your agreement, carry out remedial action – such as repair, replacement, or refund – as soon as reasonably practicable and in any event no later than 8 weeks from the date of your agreement to the remedy.

Stage 4 – Escalation / Alternative Dispute Resolution

If you are not satisfied with our final response, or if we are unable to resolve the complaint to your satisfaction, the business has access to an Alternative Dispute Resolution (ADR) service for our domestic installation, service, repair and maintenance contracts as part of the Which? Trusted Traders Endorsement. If you choose to, you can refer your complaint to Which? Trusted Traders' Alternative Dispute Resolution. You will need to contact Which? Trusted Traders on 02922 670 040 who can explain if you are eligible to use their Alternative Dispute Resolution.

5. Remedies / What we may offer

Where we find that service or goods did not meet reasonable expectations (or statutory rights under the Consumer Rights Act 2015), we may offer one or more of the following:

- An explanation and apology
- Remediating the service or installation (repair or replacement)
- A refund (in part or in full) where appropriate
- Changes to our process or working practices to prevent recurrence

6. Record-keeping and monitoring

We will keep full records of all complaints, correspondence, investigation findings and remedies for a minimum period of two years.

We will review complaints data periodically to identify trends and continually improve our service.

7. Data protection & confidentiality

We will handle all personal data in line with the UK GDPR and our Privacy Policy. Your details and the fact you have complained will be treated confidentially.

We will not require you to deal directly with any manufacturer, subcontractor or insurer (unless you agree) in order to resolve your complaint.

8. Accessibility

If you require this complaints policy or any communication from us in another format (large print, Braille, another language) or you require additional assistance with making your complaint, please let us know and we will make reasonable adjustments to assist you.

9. Continuous Improvement

We review complaints regularly to improve our services and prevent similar issues from happening again.