
Complaints Policy and Procedure

1. Purpose and commitment

A complaint is any expression of dissatisfaction, however made, about SPS's products, services, actions or omissions. SPS (South) Ltd is committed to receiving, investigating and resolving complaints fairly, promptly, consistently and without discrimination. Complaints are treated as an opportunity to put matters right, identify root causes and improve our services, workmanship, communication and business practices.

No person will be disadvantaged for raising genuine concern or complaint in good faith. We will act impartially, communicate clearly and make reasonable adjustments where required.

2. Scope

This policy applies to complaints about SPS (South) Ltd, its employees, representatives and subcontractors, including complaints concerning customer service, surveys, design, installation, workmanship, property damage, conduct, health and safety, environmental matters, data handling, communication, invoicing and aftercare.

This policy applies to all products, measures and services supplied, surveyed, designed, installed, commissioned, maintained or managed by SPS, including work delivered by its subcontractors.

It is available to customers, residents, clients, suppliers, subcontractors, employees and other stakeholders affected. Matters subject to legal proceedings, an insurer's control, a statutory process or a client's mandated complaints route may be handled under the relevant process, but SPS will still record and cooperate with the matter as appropriate.

3. Responsibilities and governance

- **Co-Managing Directors:** retain overall accountability for the effectiveness of this policy and review serious, sensitive or escalated complaints.
- **General Operations Manager:** ensures operational investigations and corrective actions are properly resourced and completed.
- **Compliance Team:** maintains the Complaints Register, monitors deadlines, coordinates responses, identifies trends and reports outcomes.
- **Project Managers, supervisors and resident liaison personnel:** report complaints immediately, preserve evidence and support investigation and resolution.
- **All employees and subcontractors:** must treat complainants respectfully, avoid admissions or promises outside their authority, preserve relevant records and cooperate fully.

A senior manager will review complaints regularly. A summary of complaints, themes, overdue actions and lessons learned will be reviewed by the Board each month.

4. How to make a complaint

Complaints may be made verbally or in writing, free of charge, through any of the following channels:

- Telephone: 0118 334 2254
- Email: info@sps-south.com
- Post: SPS (South) Ltd, “Cromwell”, North Waltham Business Centre, Basingstoke RG25 2DJ (this is our trading address).
- On site: to the site supervisor, project manager or resident liaison representative

Please provide where available: name and contact details; property or project address; a clear description of the issue; relevant dates; names of those involved; supporting photographs or documents; the impact of the issue; and the outcome sought. Anonymous complaints will be considered where sufficient information is available.

Where a complaint is received verbally, SPS will create a written record and may ask the complainant to confirm its accuracy. Assistance and reasonable adjustments will be offered where needed.

5. Complaint handling procedure and timescales

Stage 1 – Receipt and acknowledgement

The complaint will be entered into the Complaints Register promptly. SPS will normally acknowledge receipt within two working days, provide a reference or responsible contact, confirm its understanding of the complaint and request any information needed.

Stage 2 – Triage, safety and ownership

Immediate risks to people, property, the environment or data will be escalated at once and proportionate interim action taken. A manager with appropriate authority, and wherever practicable no direct conflict of interest, will undertake the investigation. If the matter falls outside SPS’s responsibility, the complainant will normally be told within five working days and, where possible, directed to the appropriate organisation.

Stage 3 – Investigation

The investigator will review relevant contracts, correspondence, photographs, surveys, installation records, site notes, monitoring data and accounts; speak with relevant persons; and assess the evidence objectively. Personal data will be limited to what is necessary. An inspection may be arranged where appropriate.

Stage 4 – Decision and response

SPS aims to issue a full written response within 20 working days of receipt. For an MCS-related complaint, SPS will provide a substantive response or agreed action plan within 14 days. The response will summarise the issues considered, evidence reviewed, findings, decision, remedy or corrective action, responsible owner and target dates, and the route for review. If more time is reasonably required, SPS will explain why, provide an update and give a revised response date.

Stage 5 – Remedy and closure

Where a complaint is upheld or partly upheld, SPS will provide a proportionate remedy. This may include an explanation, apology, correction, repeat visit, repair or replacement, completion of outstanding work, process improvement, training, or another remedy permitted by the relevant contract or guarantee. The complaint will be closed only after the outcome and actions have been recorded and communicated.

6. Review, escalation and external referral

A complainant who remains dissatisfied may request a Stage 2 review within 20 working days of the Stage 1 response, explaining the reasons for review and any new evidence. A senior manager not previously responsible for the decision will review whether the complaint was properly investigated, the conclusions were reasonable and the remedy was proportionate. SPS aims to issue the review outcome within 20 working days and will explain any delay.

Once SPS's internal process is complete, the final response will identify any relevant client, Scheme Provider, MCS complaints process, certification body, guarantee provider, insurer, consumer protection scheme, Alternative Dispute Resolution provider, ombudsman, regulator or public authority that may consider the matter. SPS will cooperate with the applicable certification body, Scheme Provider, MCS process or Alternative Dispute Resolution provider. Referrals will be appropriate to the complaint and the applicable contract, accreditation or legislation. Nothing in this policy removes a person's statutory or contractual rights.

7. Confidentiality, data protection and records

Complaint information will be handled confidentially and shared only with those who need it to investigate, respond, meet legal or contractual duties, protect legitimate interests, or obtain professional advice. SPS will process personal data in accordance with applicable UK data protection requirements and its privacy arrangements.

The Complaints Register will record the date received, complainant and project details, category, risk, owner, actions, communications, outcome, completion date and lessons learned. SPS will retain evidence of the investigation, decision and completed corrective actions securely for the period required by law, contract, accreditation, insurance or its retention schedule.

Threatening, abusive, discriminatory or persistently unreasonable behaviour may result in proportionate communication controls, but SPS will continue to consider the underlying complaint wherever practicable.

8. Time limits and guarantees

Complaints should be raised as soon as reasonably practicable so evidence can be preserved and the matter addressed effectively. Any time limit in a contract, finance agreement, product or installation guarantee, insurance policy, certification scheme or statutory process will apply to the relevant issue. Where no specific limit applies, SPS will normally consider complaints relating to its services or business practices that are raised within six years of the event complained of. A complaint raised later may still be considered where there is a compelling reason and sufficient evidence. Guarantee claims remain subject to the guaranteed terms supplied for the measure concerned.

9. Monitoring and continual improvement

The Compliance Team will monitor volumes, categories, response times, outcomes, recurrence, root causes and completion of corrective actions. Significant matters, safeguarding concerns, serious incidents, suspected regulatory breaches and systemic issues will be escalated immediately to a Co-Managing Director and notified externally where required.

This policy will be reviewed at least annually and sooner following material legal, contractual or accreditation changes, a serious complaint, audit findings or evidence that the process is not effective. Relevant personnel and subcontractors will be briefed or trained on changes.

10. Approval

Policy owner: Co-Managing Directors

Approved by:



Co-Managing Director
For and on behalf of SPS (South) Ltd

Effective date: 1 September 2026

Review date: 1 September 2027

Version: 2.0

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