



Customer Complaints Form

The company is always seeking responses from its customers. All complaints will be thoroughly and fairly considered, dealt with in a timely manner and then used as a basis for further improvement if appropriate.

This form provides customers with a route by which they can express a complaint.

All complaints are treated in strictest confidence

Part 1 Your personal details

Your Name:

Company Name [if applicable]:

Address:

Post Code:

Telephone/Mobile No.:

Email Address:

Part 2 Your complaint

Continue on a separate sheet if necessary

Part 3 What would you consider to be an acceptable outcome?



Please send your completed form to:

Axien Security Limited, The Airport Business Centre,
Plymouth, PL6 7PP

Or email it to:

info@axien-security.com

STEP 1

If you are unhappy with the way you have been treated or with the service we have provided then talk to the member of staff who is responsible or who is involved in the problem. You can do this either:

- ▶ In person, or
- ▶ By telephone (Main switchboard **0800 689 1752**)

Your problem may be resolved on the spot.

STEP 2

If you find that Step 1 did not resolve the problem, you may wish to make a formal complaint. To do this you should:

- ▶ Put your complaint in writing.

Send your complaint back to the same address or e-mail it as explained above.

The Director will send an acknowledgement to you within 5 working days of its receipt, and write back to you with a full response, normally within 15 working days of receiving your complaint.

All complaints are brought to the Directors attention at our monthly management meetings. We may request further information in the future to help us understand your complaint and help us avoid this issue in the future.

We thank you for bringing this to our attention.