

## Complaints Policy

Rayan Facilities Management Ltd is committed to providing high-quality services to all Stakeholders, Employees, and Clients. We acknowledge that issues may arise, and when they do, we welcome complaints as an opportunity to improve our services.

When a complaint is received, we will make every possible effort to resolve the matter quickly, efficiently, and professionally while safeguarding the rights and expectations of all parties involved.

This policy covers all complaints received by Rayan Facilities Management Ltd, including service-related, data protection and environmental complaints.

### Our Approach to Complaints

- We use complaints to drive continuous improvement in our service delivery.
- We act transparently, honestly, and with accountability.
- We ensure timely and appropriate communication with complainants.

### Service-Related Complaint Handling

- Acknowledgement within 24 hours.
- Interim update within 3 days if unresolved.
- Full response within 7 days.
- Follow-up with the complainant after 10–14 days to ensure satisfaction.

### Data Protection Complaints

In accordance with the Data (Use and Access) Act 2025 and UK GDPR, we operate a formal data protection complaints process.

We will:

- Acknowledge all data protection complaints within 30 days of receipt.
- Investigate without undue delay and keep complainants informed.
- Provide an outcome promptly and within the recommended timeframe (normally within 3 months).
- Provide multiple accessible channels for submitting complaints.
- Publish clear instructions on how to raise a data protection complaint.
- Signpost complainants to the Information Commissioner's Office if they remain dissatisfied.

### Environmental Complaints

We accept and address complaints relating to environmental impacts, including:

- Waste management
- Emissions, noise, pollution, and environmental nuisance
- Chemical use, storage, or spills

These are processed under our Environmental Management System and include investigation, corrective action, documentation, and follow-up.

Environmental complaints will follow the same acknowledgement and response timeframes as service-related complaints unless the issue requires immediate action.

## Complaint Escalation Structure

Stage 1 – Site Supervisor / Line Manager

Stage 2 – Contract Manager

Stage 3 – Director (final internal stage)

## Corrective Action & Record Keeping

For all complaint types, we will:

- Log the complaint formally.
- Conduct root-cause analysis.
- Implement corrective and preventive actions.
- Verify the effectiveness of actions.
- Retain all investigation and outcome documentation.

## Submitting a Complaint

Complaints may be submitted via:

- Email
- Postal letter
- Telephone
- Online complaint form

Complaints can be addressed to any staff member who will ensure they are directed appropriately.

Signed:



**Name: Siobhan Hamill**

**Position: Managing Director**

**Date: 09/03/2026**