

Complaints Handling Procedure

1.0 PURPOSE

The purpose of the Standard Operating Procedure is to outline the process for managing Customer Complaints at Marsec Global.

2.0 SCOPE

The scope of this SOP includes all processes to manage customer complaints at Marsec Global.

3.0 APPLICABILITY

This procedure is applicable to all Company staff.

4.0 RESPONSIBILITIES

Company Directors have responsibility to manage complaints within their area of operation where raised at the local level to facilitate quick resolution at the source.

All Marsec Global staff in a position to potentially to receive a complaint must acquaint themselves with the contents of this document to ensure they understand how to handle customer complaints if and when they arise.

5.0 DEFINITIONS

In general terms, a complaint is an expression of displeasure or dissatisfaction by a customer or interested party. This may include but is not limited to complaints due to poor service, service that is not in accordance with contracted terms and / or inconsistencies in services that is brought to our attention by our customers and people who we come into contact with. Any information from the client that is noteworthy from the point of view of improving the service provided to the client. Feedback can be either a compliment or a complaint.

6.0 COMPLAINTS HANDLING

At Marsec Global, we work hard to keep our customers and other stakeholders satisfied. Although prevention is better than cure, it is inevitable that we will receive complaints from time to time. We should not presume that a complaint is a negative experience because, if handled well, can be a valuable learning tool for us to improve our business and our service to our customers.

6.1 Timeframes for Dealing with Complaints

Marsec Global takes all complaints seriously and all formal complaints are acknowledged in writing through registration of the complaint on the Corrective Action Log.

The Complaints Register is maintained by the Compliance Director.

We will endeavour to resolve the matter as quickly as possible and will ensure that the customer who has raised the complaint receives a response to their complaint within 24 hours.

Where issues are complex, some additional time may be required to allow us to conduct proper inquiries and investigations into the matter. Where this occurs, Marsec Global will keep the customer informed as to the progress of the complaint and will notify the customer of the outcome.

6.2 Complaints Procedure

The first step of Marsec Global's complaints procedure is 'local resolution'. For example, if a customer is unhappy with service provided by a company representative, have not received services

in accordance with specified requirements, or wishes to express any dissatisfaction, the complaint should be made in the first instance to the Compliance Director. Local resolution aims to resolve complaints quickly and as close to the source as possible and a record maintained.

- Upon resolution of the complaint, any issues identified that require a new policy or procedure, or changes to a policy or procedure, will be reported to the Compliance Director who will raise a Corrective Action or Improvement to be distributed to responsible managers to implement required changes. The Compliance Director will monitor progress of implementation of required changes through to completion.
- The Compliance Director will review the register to establish whether there are any trends or other things that we can change or improve to prevent recurrence of the same issues and complaints.
- The Compliance Director will also use the Customer Complaints Register to analyse how well and how quickly customer complaints are being resolved.

6.3 Procedure Flow Chart

