



ARBITER RISK CORPS

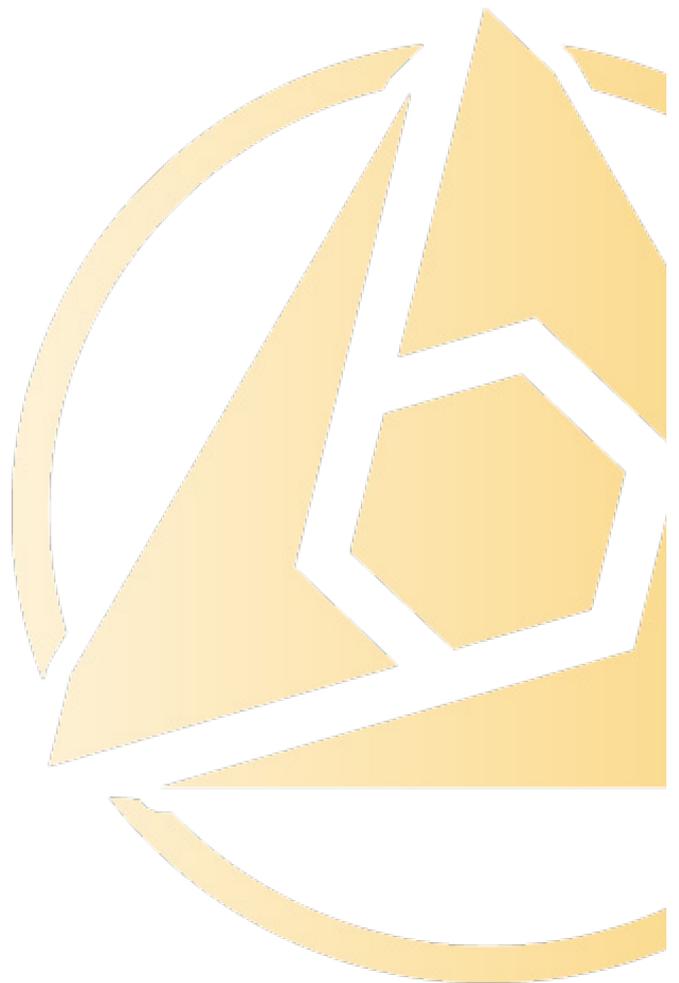
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# Complaints & Grievance Policy

November 2025

 [info@arbiterrisk.com](mailto:info@arbiterrisk.com)

 [arbiterrisk.com](http://arbiterrisk.com)



# **Complaint & Grievance Policy**



## **1. Policy Purpose**

1.1. The purpose of this policy is to ensure that any complaint or grievance made by a client, stakeholder or third party about our services is handled respectfully, fairly, transparently and without bias or discrimination.

1.2. A.R.C. is committed to providing an excellent service for every client. Any complaints shall be investigated thoroughly, without prejudice or obfuscation of the facts. We will listen to your concerns, respond promptly, and adapt our policies and procedures where necessary to improve service continuity, quality and client satisfaction.

1.3. This policy is readily available to all clients, prospective clients, subcontractors and stakeholders, details of which can be found on our website.

## **2. Scope**

2.1. For the purpose of this policy, a complaint is defined as:

- An informal expression of dissatisfaction (either verbal or written) about the standard of service, or lack of action by A.R.C., or the conduct of our staff or subcontractors.

For the purpose of this policy, a grievance is defined as:

- A formal written complaint, including a client, end-user, subcontractor or third party who is affected by our operations and wishes to raise a matter of dissatisfaction in relation to our conduct, services or the services of our team.

2.2. This policy applies to all conduct and services delivered by A.R.C. to clients, prospective clients, subcontractors and stakeholders. These services include driving duties, building security, close protection, and any other ancillary services.

2.3. This policy does not cover internal employee grievance procedures, which are managed separately, or statutory appeals outside our contractual framework (unless explicitly referenced in a contract).

### 3. Principles

- 3.1. All complaints and grievances will be treated as confidential, and all investigations will be conducted thoroughly. If you have a concern about any conduct or services provided by A.R.C., please speak to a member of the team directly or email us at [operations@arbiterrisk.com](mailto:operations@arbiterrisk.com).
- 3.2. Complainants will be treated fairly, lawfully, without prejudice, and will not suffer discrimination or disadvantage by making a complaint.
- 3.3. In receipt of a complaint, we will respond in writing within 24 hours, with the intention to resolve the matter informally through mutual agreement. Any request to escalate a complaint to a formal grievance will also be acknowledged within 24 hours, and an explanation will be provided of the formal grievance procedure.
- 3.4. We will record and analyse complaints/grievances to develop further service improvements.
- 3.5. All sensitive and personal data will be stored in accordance with our privacy policy, the UK General Data Protection Regulation and the Data Protection Act (2018). Any complaints as to how A.R.C. have handled your personal data should be directed to:

The Information Commissioners Office (ICO)  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF  
Telephone: 0303 123 1113  
Website: [ico.org.uk](http://ico.org.uk)

- 3.6. The complaints/grievance procedure does not affect your statutory rights.

### 4. How to Raise a Complaint or Grievance

4.1. If you wish to raise a concern, you may do so by contacting us using any of the following channels:

- Email: [operations@arbiterrisk.com](mailto:operations@arbiterrisk.com)
- Postal mail: 4<sup>th</sup> Floor, Silverstream House, 45 Fitzroy Street, Fitzrovia, London, W1T 6EB
- Telephone: 07857 432707
- Via your assigned A.R.C. account manager or point of contact

4.2. Please provide:

- Your name and contact details
- The relevant contract or service reference
- A clear description of the nature of your complaint/grievance
- The date (or approximate date) when the matter occurred
- What you believe went wrong
- What would you like us to do to put matters right

4.3. If, on making a complaint, you wish to remain anonymous, please inform us as soon as possible. However, please be aware that investigations rely on asking follow-up questions,

verifying facts, or speaking to others involved. When this isn't possible due to anonymity, it may slow our investigation or provide less conclusive results.

4.4. If you require assistance to raise a complaint (for example, due to disability or a language barrier), please let us know and we will endeavour to provide support for you.

## **5. Informal Stage**

5.1. On receipt of a complaint or grievance, we will first assess whether the matter can be resolved informally (for example, by clarifying a misunderstanding, issuing an apology, implementing corrective actions, or adjusting our services).

5.2. We aim to provide an informal resolution or response within 7 business days of receipt. If resolved at this stage, we will send you written confirmation of the outcome and any action taken.

5.3. If the matter is complex and cannot be resolved at the informal stage, it will be escalated to our formal stage (see section 6).

## **6. Formal Stage**

6.1. If you remain dissatisfied with our resolution (or deem the matter too serious to handle informally), you can request in writing that a formal complaint be lodged.

6.2. On entering the formal stage:

- We will acknowledge your complaint in writing within 24 hours and provide you with a dedicated point of contact.
- We will carry out an investigation, which may involve reviewing documentation, interviewing involved staff, and consulting relevant parties.
- We aim to provide a full written response within 7 business days of receipt. If this timeframe cannot be met, we will inform you as soon as practicable of a revised response date.

6.3. Our written response will:

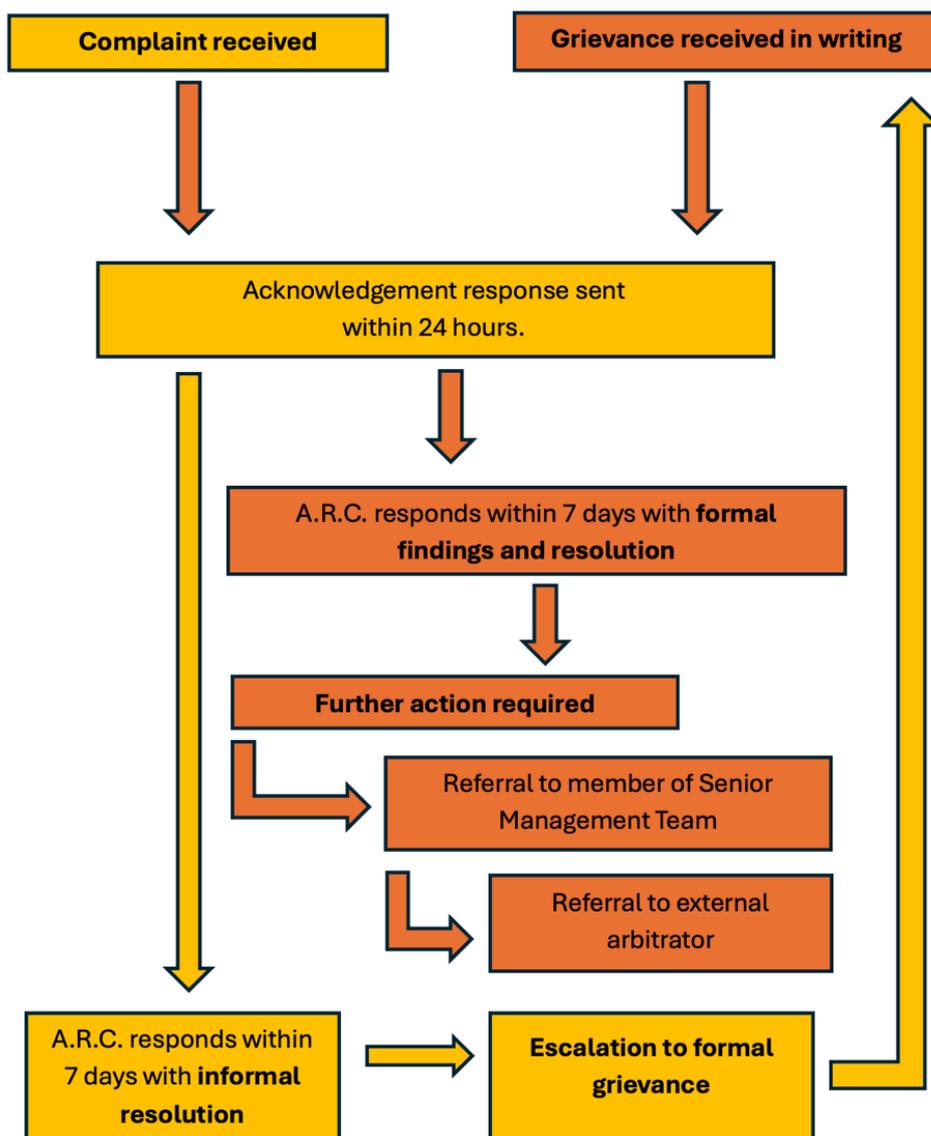
- Summarise your complaint/grievance
- Set out our findings and conclusions
- Detail any remedial or corrective action we propose (or why none is proposed)
- Confirm any further rights, if available, to escalate your complaint.

## 7. Escalation & External Review

7.1 If you remain unhappy with our response or the outcome, you may request escalation to our Senior Management Team, who will review the case independently and respond within 20 further business days.

7.2 If, after this, you remain dissatisfied (and depending on the nature of the service or contract), you may bring the matter to an external arbitrator or ombudsman (if applicable) or pursue your legal rights.

7.3. We will fully cooperate with any independent external review body designated by contract or regulation.



## **8. Records and Confidentiality**

8.1 We will maintain records of all complaints/grievances received, the investigation undertaken, findings, actions taken, and outcomes. Records will be retained for a minimum of six years (or longer if required by contract or law).

8.2 Personal information will be secured in line with our Privacy Policy, GDPR and data protection legislation. Only those with a legitimate operational need will be granted access to investigation records.

8.3 Confidentiality of information will be maintained so far as possible; however, we may need to share relevant details with staff, subcontractors or external reviewers to resolve the matter.

## **9. Learning & Continuous Improvement**

9.1. We will review complaints/grievances periodically (minimum annually) to identify trends, underlying issues and any areas for improvement.

9.2. Action plans will be developed where necessary to address systemic issues, improve service delivery or prevent recurrence.

9.3 Findings may be reported to senior management and embedded in our performance monitoring and quality-assurance processes.

## **10. Time-limits**

10.1. To ensure prompt investigation and resolution, complaints/grievances should be raised within one year of the incident or of you becoming reasonably aware of it, unless exceptional circumstances justify later submission.

10.2. Where contractually specified or regulated, different time-limits may apply. Please refer to your contract terms.

## **11. Responsibilities**

11.1. The ultimate responsibility for this policy lies with the Chief Executive Officer of A.R.C.

11.2. The operational responsibility for managing complaints, investigations and reporting lies with the Head of Governance and Compliance.

11.3. All A.R.C. staff and subcontractors must cooperate fully with investigations and are responsible for their awareness of this policy.

## 12. Communication & Publication

12.1. This policy is available via our website and is downloadable as a PDF.

12.2. All clients will be informed of the existence of this policy at the commencement of service delivery (via contract or welcome pack).

12.3. The policy will be reviewed every year (or sooner if required by regulatory, contractual or business changes) and updated accordingly.

## 13. Definitions

For the purposes of this policy:

- “Business day” means any day other than a Saturday, Sunday or a public holiday in England.
- “Complainant” means the client, stakeholder or third party raising a complaint or grievance.
- “Service delivery” means the services provided by A.R.C. under contract or in the execution of their services (without limitation: driving, maintenance assistance, housekeeping, building security, close protection, 24/7 presence).
- “Subcontractor” means any third party engaged by A.R.C. in delivering our services.

## 14. Approval & Version Control

Version: 1.0

Approved by: Kate Waldie – Head of Governance and Compliance

Date of approval: 21/11/2025

Next review date: 21/11/2026

