

**AMBREY** ▾

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**COMPLAINTS PROCEDURE  
INTERNAL AND EXTERNAL**

# PART A: EXTERNAL COMPLAINTS PROCEDURE (PUBLIC-FACING)

## 1. OUR COMMITMENT

- 1.1. Ambrey Limited is committed to providing a high-quality and professional service. If you are dissatisfied with any aspect of our service, we encourage you to raise your concerns so they can be addressed fairly and promptly.

## 2. HOW TO MAKE A COMPLAINT

- 2.1. Complaints should be submitted in writing to the Complaints Manager:

**Email:** [complaints@ambrey.com](mailto:complaints@ambrey.com)

**Post:** Complaints Manager, Ambrey Limited, Unit 6-7, Thorn Business Centre, Rotherwas, Hereford, United Kingdom, HR2 6JT

- 2.2. Please include your name, contact details, any relevant reference information, and a clear description of your complaint.

## 3. ACKNOWLEDGMENT

- 3.1. We will acknowledge receipt of your complaint within five (5) working days.

## 4. INVESTIGATION AND RESPONSE

- 4.1. Your complaint will be investigated thoroughly and impartially. We aim to provide a full written response within fifteen (15) working days.
- 4.2. If the investigation requires more time, we will write to explain the reason for the delay and provide an update. In all cases, we aim to issue a final response within eight (8) weeks.

## 5. ESCALATION

- 5.1. If you remain dissatisfied after receiving our final response, you may have the right to refer your complaint to an appropriate independent body or regulator, depending on the nature of the services provided.

## **PART B: INTERNAL COMPLAINTS HANDLING PROCEDURE**

### **1. PURPOSE**

- 1.1. This internal procedure sets out how Ambrey Limited manages, investigates, resolves, and records complaints. It ensures consistency, fairness, regulatory compliance, and continuous improvement.

### **2. SCOPE**

- 2.1. This procedure applies to all employees, contractors and consultants.
- 2.2. It does not apply to:
  - 2.2.1. Employee grievances (covered under the Grievance Procedure)
  - 2.2.2. Informal feedback resolved immediately, unless escalated

### **3. DEFINITION OF A COMPLAINT**

- 3.1. A complaint is any expression of dissatisfaction, whether justified or not, regarding Ambrey's services, conduct, or failure to act.

### **4. ROLES AND RESPONSIBILITIES**

- 4.1. ALL EMPLOYEES
  - 4.1.1. Treat complaints seriously and professionally
  - 4.1.2. Do not attempt to resolve formally unless authorised
  - 4.1.3. Forward all complaints immediately to the Complaints Manager
- 4.2. COMPLAINTS MANAGER
  - 4.2.1. Responsible for:
    - 4.2.1.1. Logging complaints in the Complaints Register
    - 4.2.1.2. Issuing acknowledgments
    - 4.2.1.3. Managing and overseeing investigations
    - 4.2.1.4. Issuing holding letters and final responses
    - 4.2.1.5. Escalating high-risk matters to senior management
- 4.3. SENIOR MANAGEMENT
  - 4.3.1. Oversight of complex or high-risk complaints

- 4.3.2 Approval of responses involving legal, financial, or reputational risk
- 4.3.3 Ensuring corrective actions are implemented

## 5. LOGGING AND RISK ASSESSMENT

- 5.1. All complaints must be recorded in the Complaints Register, including:
  - 5.1.1. Date received
  - 5.1.2. Complainant details
  - 5.1.3. Nature of complaint
  - 5.1.4. Service or department involved
  - 5.1.5. Risk rating (low / medium / high)

## 6. INVESTIGATION PROCESS

- 6.1. Investigations must be fair, independent, and evidence-based
- 6.2. Relevant documents and staff input must be reviewed
- 6.3. Conflicts of interest must be declared and managed

## 7. TIMEFRAMES

- 7.1. Acknowledgment: within 5 working days
- 7.2. Target response: within 15 working days
- 7.3. Final response: within 8 weeks, where possible
- 7.4. Holding letters must be issued if delays occur.

## 8. FINAL RESPONSE REQUIREMENTS

- 8.1. The final response must:
  - 8.1.1. Address all complaint points
  - 8.1.2. Clearly explain findings and outcomes
  - 8.1.3. Set out any remedial or corrective actions
  - 8.1.4. Include an apology where appropriate (without admission of liability unless approved)
  - 8.1.5. Explain escalation options

## 9. REMEDIES AND OUTCOMES

- 9.1. Possible outcomes include:
  - 9.1.1. Explanation or clarification
  - 9.1.2. Apology
  - 9.1.3. Service correction or improvement
  - 9.1.4. Training or internal review

9.1.5. Disciplinary action (where appropriate)

## 10. RECORD KEEPING AND CONFIDENTIALITY

- 10.1. All complaints data must be handled confidentially
- 10.2. Records retained for a minimum of six (6) years
- 10.3. Access restricted to authorised personnel only

## 11. MONITORING AND LEARNING

- 11.1. Complaint trends and root causes must be reviewed periodically
- 11.2. Lessons learned must be fed into training, processes, and controls

## 12. DOCUMENT CONTROL

- 12.1. This procedure will be reviewed annually or following any significant complaint, regulatory change, or audit finding.
- 12.2. In the event no revisions are required the Amendment Table will be annotated with 'Version Control only'.

Date	Version	Amendment Summary
28/05/2026	003	<ul style="list-style-type: none"><li>• Reviewed by the legal department, which resulted in the scope of the internal complaints process being amended to remove its application to customer or external complaints.</li></ul>
16/03/2026	002	<ul style="list-style-type: none"><li>• Updated to apply new branding.</li></ul>
01/04/2025	001	<ul style="list-style-type: none"><li>• New Procedure issued</li></ul>