



# **MAVCO SERVICES LTD**

## **COMPLAINTS STATEMENT POLICY**

VERSION 0.2 AS OF 06/03/2023

### **Policy Statement**

This policy is intended to provide fair and prompt consideration to all complaints. Mavco Services Ltd encourages all Stakeholders, Employees and Clients to use the complaint procedure without fear of prejudice or retaliation within the limits of the review process and with the assurance that his/her confidences will be respected.

It is the policy of the Mavco Services Ltd to provide an effective and timely method for Stakeholders, Employees and Clients to bring forth workplace/venue issues and concerns.

These issues and concerns may include working conditions, performance, policies, procedures, or problems with co-workers or supervisors.

### **Complaints Policy**

We acknowledge that, no matter how hard we try to do our best, operational errors will occur, and we may occasionally not give our Stakeholders, Employees or Clients high quality of service that they properly expect from us.

When this occurs, which should be rare, we will make every effort possible to remedy the problem, directly acknowledging our responsibility to correct any wrongdoing or adjustments to policy and procedure deemed necessary and doing so quickly and efficiently without compromising the rights and expectations of our Stakeholders, Employees, or Clients.

We incorporate everything we learn from addressing a Complaint to make our future quality of service better and to avoid similar problems from happening in the future.

We pledge to address Complaints as swiftly as possible following the timeline indicated below.

A formal acknowledgment of the complaint within 24 hours. The complaint will then be investigated over the next five working days with a written response from management with the findings and resolution within the next seven working days. A follow up 10 – 14 days after the final response to ensure the complainant is still happy with the resolution.

The escalation procedure is that a formal written complaint must be submitted to the employee's direct line manager or in the case of that person being the reason for the complaint, then the line manager's senior. In the case of a stakeholder or client then these are to be sent directly to the directors of the Mavco Services Limited.



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The complaint should describe the incident or complaint and the evidence upon which it is based. The document should describe the issue with specific facts, including personnel involved, events, dates and other information relating to the complaint. The complaint should be marked "Personal and Confidential".

Position: **Director** \_\_\_\_\_

Date:   10   /  03  /  2023 

Signed: **Cade Larkan**