

Client Complaints, Resolutions and Feedback Procedure

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Version	Date	Author	Approved By	Brief Description of Changes
1.0	17/02/2025	BPC	ISO Compliance Manager	First Draft

APPROVAL:

CEO

DATE

1. Purpose

The purpose of this procedure is to ensure that complaints are handled fairly, efficiently and effectively.

This procedure aims to:

- Allow Bidvest Protea Coin (BPC) to address client concerns promptly and cost-effectively,
- Enhance public trust in our processes, and
- Provide valuable insights for improving the quality of our products, services and employees.

2. Scope

This procedure covers all complaints related to the integrated management system, received by Bidvest Protea Coin. This procedure applies to all staff receiving or managing complaints from the public made to or about BPC, regarding our products, services or employees.

3. Reference

- ISO 18788:2015 Standard, Clauses 7.4.4, 8.8.3

4. Associated Documents

- BPC-FT-019 NCR & CAR Report
- BPC-FT-031 Client Feedback Form
- BPC-FT-032 Client Complaint Log

5. Responsibility

The Management Representative, along with Heads of Departments are responsible for ensuring this procedure is effectively implemented and carried out following all relevant requirements.

6. Definitions

SOMS:

Security Operations Management System

Complaint:

Expression of dissatisfaction made to or about us, our services or employees or the handling of a complaint where a response or resolution is explicitly or implicitly expected or legally required.

Dispute:

An unresolved complaint escalated either within or outside of our organisation.

Feedback: Opinions, comments and expressions of interest or concerns made directly or indirectly, explicitly or implicitly, to or about BPC, about our services or complaint handling where a response is not explicitly or implicitly expected or legally required.

7. Facilitate Complaints

7.1 Client Focus

Bidvest Protea Coin is committed to seeking and receiving feedback and complaints about services, systems, practices, procedures, products and complaint handling.

Any concerns raised in feedback or complaints will be dealt with within a reasonable time frame.

Client issuing complaints will be:

- Provided with information about our complaint-handling process;
- Provided with multiple and accessible ways to make complaints;
- Listened to, treated with respect by staff and actively involved in the complaint process where possible and appropriate; and
- Provided with reasons for our decision/s and any options for redress or review.

7.2 No Detriment to Clients Issuing Complaints

Bidvest Protea Coin will take all reasonable steps to ensure that Clients issuing complaints are not adversely affected because a complaint has been made by them or on their behalf.

7.3 Anonymous Complaints

Bidvest Protea Coin accept anonymous complaints and will carry out an investigation of the issues raised where there is enough information provided.

7.4 Accessibility

Bidvest Protea Coin will ensure that information about how and where complaints may be made to or about us is well publicised. We will ensure that our systems to manage complaints are easily understood and accessible to everyone, particularly people who may require assistance.

If a person prefers or needs another person or organisation to assist or represent them in the making and/ or resolution of their complaint, we will communicate with them through their representative if this is their wish.

8 Responding to Complaints

8.1 Early Resolution

Where possible and dependent on the nature of the complaints, complaints will be addressed at first contact with Bidvest Protea Coin.

8.2 Responsiveness

Bidvest Protea Coin will promptly acknowledge receipt of complaints.

We will assess and prioritise complaints by the urgency and/or seriousness of the issues raised. If a matter concerns an immediate risk to safety or security the response will be immediate and will be escalated appropriately.

We are committed to managing Clients' expectations and will inform them as soon as possible, of the following:

- The complaints process;
- The expected time frames for our actions;
- The progress of the complaint and reasons for any delay;
- Their likely involvement in the process; and
- The possible or likely outcome of their complaint.

We will advise Clients as soon as possible when we are unable to deal with any part of their complaint and provide advice about where such issues and/or complaints may be directed (if known and appropriate).

We will also advise Clients as soon as possible when we are unable to meet our time frames for responding to their complaints and the reason for our delay.

8.3 Objectivity and Fairness

We will address each complaint with integrity and in an equitable, objective and unbiased manner.

We will ensure that the person handling a complaint is different from any staff member whose conduct or service is being complained about.

Conflicts of interest, whether actual or perceived, will be managed responsibly. In particular, internal reviews of how a complaint was managed will be conducted by a person other than the original decision maker.

8.4 Responding Flexibly

Bidvest Protea Coin staff are empowered to resolve complaints promptly and with as little formality as possible. We will adopt flexible approaches to service delivery and problem-solving to enhance accessibility for people making complaints and/or their representatives.

We will assess each complaint on its merits and involve Clients making complaints and/or their representatives in the process as far as possible.

8.5 Confidentiality

Bidvest Protea Coin will safeguard the identity of clients when issuing complaints, where practical and appropriate. Personal information that identifies individuals will only be disclosed or used by the company in accordance with relevant privacy laws, confidentiality obligations, and secrecy provisions.

8.6 Managing Unreasonable Conduct by People Making Complaints

We are committed to being accessible and responsive to all Clients who approach us with feedback or complaints. At the same time, our success depends on:

- Our ability to do our work and perform our functions most effectively and efficiently as possible;
- The health, safety and security of our staff; and
- Our ability to allocate our resources fairly across all the complaints we receive.

When Clients behave unreasonably in their dealings with us, their conduct can significantly affect the progress and efficiency of our work. As a result, we will take proactive and decisive action to manage

any conduct that negatively and unreasonably affects us and will support our staff to do the same in accordance with this procedure.

9 Complaints Process

9.1 Receipt of Complaints

Unless the complaint has been resolved at the outset, we will record the complaint and its supporting information. We will also assign a unique identifier to the complaint file.

The record of the complaint will document:

- The contact information of the Client making a complaint;
- Issues raised by the person making a complaint and the outcome/s they want;
- Any other relevant; and
- Any additional support the person making a complaint requires.

9.2 Acknowledgement of Complaints

We will acknowledge receipt of each complaint promptly.

Consideration will be given to the most appropriate medium (e.g. email, letter) for communicating with the Client issuing a complaint.

10 Initial Assessment and Addressing of Complaints

10.1 Initial Assessment

After acknowledging receipt of the complaint, we will confirm whether the issue/s raised in the complaint is/are within our control. We will also consider the outcome/s sought by the person making a complaint and where there is more than one issue raised, determine whether each issue needs to be separately addressed.

When determining how a complaint will be managed, we will consider:

- How serious, complicated or urgent the complaint is;
- Whether the complaint raises concerns about Client health and safety;
- How the Client is being affected;
- The risks involved if the resolution of the complaint is delayed; and
- Whether a resolution requires the involvement of other organisations.

10.2 Addressing Complaints

After assessing the complaint, we will consider how to manage it. To manage a complaint, we may:

- Give the Client information or an explanation;
- Gather information from the product, person or area that the complaint is about; or
- Investigate the claims made in the complaint.

We will keep the Client up to date on our progress, particularly if there are any delays. We will also communicate the outcome of the complaint using the most appropriate medium. Which actions we decide to take will be tailored to each case and consider any statutory requirements.

10.3 Providing Reasons for Decisions

Following consideration of the complaint and any investigation into the issues raised, we will contact the Client and advise them:

- The outcome of the complaint and any action we took;
- The reason/s for our decision;
- The remedy or resolution/s that we have proposed or put in place; and
- Any options for review that may be available to the complainant, such as an internal review, external review or appeal.

10.4 Closing the Complaint, Record Keeping, Redress and Review

We will keep comprehensive records about:

- How we managed the complaint.
- The outcome/s of the complaint (including whether it or any aspect of it was substantiated, any recommendations made to address problems identified and any decisions made on those recommendations; and
- Any outstanding actions that need to be followed up.

We will ensure that outcomes are properly implemented, monitored and reported to the Management Representative and the Security Contracts Manager.

10.5 The Three Levels of Complaint Handling

Level 1 – Frontline complaint handling and early resolution of complaints.

Level 2 – Internal review of complaints and/or complaint handling;

Level 3- External review of complaints and/or complaint handling by organisations.

We aim to resolve complaints at the first level, the frontline. Wherever possible, staff will be adequately equipped to respond to complaints, including being given appropriate authority, training and supervision.

Where this is not possible, we may decide to escalate the complaint to a more senior staff member within Bidvest Protea Coin.

This second level of complaint handling will provide for the following internal mechanisms:

- Assessment and possible investigation of the complaint and decision/s already made; and/or
- Facilitated resolution (where a person not connected with the complaint reviews the matter and attempts to find an outcome acceptable to the relevant parties).

Where a client is dissatisfied with the outcome of Bidvest Protea Coin's review of their complaint, they may seek an external review of our decision.

11 Accountability and Learning

11.1 Analysis and Evaluation of Complaints

We will ensure that complaints are recorded systematically so that information can be easily retrieved for reporting and analysis.

During Internal Audits, the following will be audited:

- The number of complaints received;
- The outcome of complaints, including matters resolved at the frontline;
- Issues arising from complaints;
- Systemic issues identified; and
- The number of requests we receive for internal and/or external review of our complaint handling.

Analysis of these audits will be undertaken to monitor trends, measure the quality of our client service and make improvements.

The analysis will be discussed with Bidvest Protea Coin's Top Management during the Management Review.

11.2 Monitoring of Complaints

We will continually monitor all complaints to:

- Ensure its effectiveness in responding to and resolving complaints;
- Identify and correct deficiencies in the operation of the system; and
- Monitoring may include the use of audits and/or complaint satisfaction surveys.

11.3 Continuous Improvement

We are committed to improving the effectiveness and efficiency of our products/ services. To this end, we will:

- Support the issuing and appropriate resolution of complaints;
- Implement best practices in complaint handling;
- Recognise and reward exemplary complaint handling by staff;
- Regularly review the complaints received; and
- Implement appropriate system changes arising out of our analysis of complaints data and continual monitoring of the management system.

12 Client Feedback

Bidvest Protea Coin prides itself on excellent customer service and relationships and sets maintaining these as a priority.

Client Satisfaction Surveys will be conducted bi-annually or when a particular project has been completed.

The Management Representative will be responsible for triggering the feedback by emailing the Client Feedback Form to the client which will allow the client to rate the services provided during the review period.

The Management representative is required to receive and review the Feedback to identify specific trends and concerns that may be evident. Monitoring of Client feedback results will further be compiled and will be reported on during the Management Review Meeting where further corrective measures could be decided on.