

<b>Title:</b> Policy & Procedure – Complaints	<b>Department:</b> Quality
<b>Author:</b> M Boulton	<b>Approved:</b> Rev. 02 – 09/04/2026

# Complaints Policy, Procedure and Process

## 1 Complaints Policy, Procedure and Process

1.1 Our intention is to deal with people fairly and properly. If you feel we have not met that standard, please let us know. Where there is reason to believe our conduct has fallen short, we want to resolve any issues, learn from what happened, and continuously improve. This page explains how the Asbestos Removal Contractors Association (ARCA) deals with complaints about its conduct from all external parties, including association members.

## 2 What is a complaint?

- 2.1 We will treat any expression of dissatisfaction about our conduct as a complaint.
- 2.2 However, we ask you to contact us in writing as below, so we can properly consider the matter.
- 2.3 This policy covers complaints about:
- 2.3.1 How you or others have been treated by ARCA.
  - 2.3.2 ARCA's conduct in performing our functions and providing services.
  - 2.3.3 ARCA's compliance with its own procedures, processes, and policies.
  - 2.3.4 The behaviour of ARCA staff, the Governing Council and members, or Sub-Committee members.
- 2.4 The following may not be investigated as official complaints:
- 2.4.1 Objections to steps, recommendations, or decisions we have taken to comply with legal requirements.
  - 2.4.2 Disapproval of ARCA's refusal to act where we have no legal power.
  - 2.4.3 Anonymous complaints.

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### 3 How to Complain

- 3.1 ARCA's contact details are on our website. Complaints may be emailed to [info@arca.org.uk](mailto:info@arca.org.uk) or sent by post to:
- 3.2 ARCA, Unit 1, Stretton Business Park 2, Brunel Drive, Stretton, Burton upon Trent, Staffordshire DE13 0BY
- 3.3 Please state you are making a complaint, explain your concern clearly in writing, and provide contact details. This will help us investigate quickly.

### 4 Our Complaint Handling Standards

- 4.1 We take legitimate complaints seriously and handle them per this policy's procedures.
- 4.2 Our service standards:
  - 4.2.1 We aim to handle complaints promptly and sensitively, always being courteous and helpful. We hope you will also be courteous and fair with our staff. All complaints are confidential and handled per UK GDPR requirements.
  - 4.2.2 We fully record all complaints to monitor issues reported, optimal resolutions, and handling times. This helps us improve.
  - 4.2.3 Investigations are thorough, impartial, and non-discriminatory. We aim to resolve issues promptly, but complex complaints may require more time for proper investigation so we can resolve the matter fully the first time and learn from it.
  - 4.2.4 All our decisions will be proportionate, appropriate, and fair.
- 4.3 Stage One Response
  - 4.3.1 If you provided contact details, we will acknowledge your complaint within 5 working days. An appropriate person uninvolved in the complaint events will be assigned to respond fully within 10 working days. We may contact you for more information before finalising our response.
  - 4.3.2 Our final response will outline the investigation steps taken and our views and reasons. Where we identify mistakes, we will acknowledge them, detail remedial actions, explain prevention of reoccurrence, and note your right to request a Stage Two review if dissatisfied.

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#### 4.4 Stage Two Review

- 4.4.1 We expect most complaints to be resolved at Stage One. However, if you feel the response was unfair or inappropriate, you may request within 5 working days that the ARCA Chief Executive or Chair (if the complaint concerns the Chief Executive/Board) review your complaint. Please explain your reasons.
- 4.4.2 We will acknowledge your Stage Two request within 5 working days. We may contact you for clarity before making a final decision, which we will aim to provide within 10 working days of receiving your request.

#### 4.5 Extending Time Limits

- 4.5.1 We aim to complete all complaints within the timescales above. However, if a complaint is highly complex, we may occasionally extend the deadline. If so, we will keep you updated on progress, reasons for delay, and the new deadline.