

GUIDE TO DROMON COMPLAINT/ APPEAL PROCEDURE

We are committed to providing high quality services to members of the public. We value complaints/ appeals and use information learnt from them to help us improve the services we offer. If something goes wrong or you are dissatisfied with what we are providing, please tell us – you should feel free to raise matters of concern without risk of disadvantage. This document describes our complaint/ appeal procedure and how to make a complaint/ appeal.

What is a complaint/ appeal?

We regard a complaint/ appeal as any expression of dissatisfaction about our action or lack of action, or about the standard of service provided by us or on our behalf.

What can I complain/ appeal about?

You can complain/ appeal about items like:

- the quality and standard of any service we provide
- failure to provide a service
- the quality of our facilities
- unfair treatment or inappropriate behaviour by a client/ employee/ subcontractor or member of the public
- the failure of Dromon to follow an appropriate administrative process
- dissatisfaction with Dromon policies
- for any other reason you believe that Dromon has not met your expectations

Your complaint/ appeal may involve more than one aspect of the above, more than one department, or be about someone working on our behalf.

Who can complain/ appeal?

Anyone who receives, requests or is directly affected by the services/ activities of Dromon can make a complaint/ appeal to us. We encourage anyone with a complaint/ appeal to approach us directly, but can accept a complaint/ appeal made on your behalf provided you give us your clear written authority to liaise with your representative, and provided you also give them clear authority to act on your behalf.

How do I complain/ appeal?

You can complain/ appeal in person, by phone, in writing, by email or through our website. It is easier for us to resolve complaints/ appeals if you raise them as soon as you become aware of the issue, and directly to the service concerned. Please use the "Request for complaint/ appeal investigation" form when submitting a complaint. You can get this form through our website [here](#) or asking directly Dromon to submit (info@dromon.com).

When complaining/ appealing, tell us:

- your full name and address;
- as much as you can about the complaint/ appeal;
- what has gone wrong; and
- how you would like us to resolve the matter.

Is there a time limit for making a complaint/ appeal?

Normally, you must make your complaint/ appeal within six (6) months of:

- the issue arising, or
- finding out that you have a reason to complain/ appeal.

In exceptional circumstances, we may be able to accept a complaint/ appeal after the time limit. If you feel that the time limit should not apply to your complaint/ appeal, please tell us why.

What will happen if I complain/ appeal?

We have a complaint/ appeal form, which will help you to state your complaint/ appeal clearly to us. You can download our complaint/ appeal form through our website [here](#) or you can simply ask Dromon to submit (info@dromon.com). Although we will also accept complaints/ appeals that are made in person or on the phone, we encourage you to complete the complaint/ appeal form in the interests of clarity and in order to best assist the investigation process. The complaint/ appeal form and any supporting documents will be seen by the person investigating your complaint/ appeal, by anyone named in the complaint/ appeal and by relevant staff in the department(s) being complained/ appealed about.

When Dromon will initiate the investigation stage we will:

- acknowledge receipt of your complaint/ appeal within three (3) working days and tell you who is dealing with your complaint/ appeal;
- discuss your complaint/ appeal with you to understand why you remain dissatisfied and what outcome you are looking for; and
- give you a full response to the complaint/ appeal as soon as possible and within twenty (20) working days.

If our investigation will take longer than twenty (20) working days, we will tell you. We will agree revised time limits with you and keep you updated on progress.

What if I'm still dissatisfied?

After we have fully investigated, if you are still dissatisfied with our decision or the way we dealt with your complaint/ appeal, you can ask the Impartiality Committee to look at it. Our letter advising you of our decision on your complaint/ appeal will give you information on how to contact the Impartiality Committee.

Getting help to make your complaint/ appeal

We are committed to making our service easy to use. In line with our quality policy, we will always ensure that reasonable adjustments are made to help you access and use our services. If you have trouble putting your complaint/ appeal in writing, please let us know. You can contact us through our website (www.dromon.com) or by email through info@dromon.com.

Quick guide to our complaint procedure

Complaint Procedure
You can make your complaint in person, by phone, by e-mail or in writing. We will always try to deal with your complaint quickly. But if it is clear that the matter will need a detailed investigation, we will tell you and keep you updated on our progress.
Complaint Investigation
We will look at your complaint and assess its complexity and the need for detailed investigation. We will acknowledge your complaint within three (3) working days . We will give you our decision as soon as possible. This will be after no more than twenty (20) working days unless there is clearly a good reason for needing more time.
The Impartiality Committee
If, after receiving our final decision on your complaint/ appeal, you remain dissatisfied with our decision or the way we have handled your complaint/ appeal, you can ask the Impartiality Committee to consider it. We will tell you how to do this when we send you our final decision.

Maintaining confidentiality

Complaints/ appeals will be handled with discretion and access to information about individual investigations will only be shared with those who have a legitimate access requirement. We are having mechanism in place to safeguard confidentiality.

Information about individual complaints/ appeals will only be shared with those who need to be informed for a legitimate purpose. This includes employees/ subcontractors responding to the complaint/ appeal.

Individuals have the right to information concerning them, except in limited circumstances. For example, you and other parties to the complaint/ appeal are entitled to access the information gathered about them. Exceptions to the right to access information about oneself include occasions where disclosure would have an adverse impact on health and wellbeing, management planning, negotiations or the prevention or detection of crime.

Promises of confidentiality will only be given when absolutely necessary to obtain the co-operation of a witness.

Where you have raised a complaint/ appeal against employees/ subcontractors and has been upheld or partially upheld, you will be advised of this. However, information about employees/ subcontractors will not normally be shared, particularly where disciplinary action is taken.

Managing unacceptable behaviour

You are subject to the same expectations regarding behaviour as all others who interact with us, our employees, subcontractors etc. You should feel free to raise matters of concern without risk of disadvantage (and to raise more than one complaint/ appeal if necessary), but where your behaviour over the complaint/ appeal is deemed to be unacceptable, we reserve the right to invoke other procedures as necessary. For e.g. in the you have requested a service, unacceptable behaviour may result in consideration of your application being terminated, or an offer submitted for the requested service being withdrawn.

We have a duty to protect employees/ subcontractors etc. from unacceptable behaviour, and aggressive or abusive behaviour towards employees/ subcontractors will not be tolerated. In addition to any physical threats, the definition of unacceptable behaviour includes threats, verbal abuse, derogatory remarks or rudeness and any written or verbal content which may cause employees/ subcontractors to feel afraid, threatened or abused. Inflammatory remarks and unsubstantiated allegations are also considered unacceptable. If physical violence is threatened or used, we will always report this to the police. In cases where other behaviour is considered abusive to employees/ subcontractors or contains unsubstantiated allegations, you will be advised that your language is considered unacceptable, you will be asked to moderate your behaviour, and you will be warned that if the unacceptable action or behaviour continues, we will cease to respond to you.

When unreasonable behaviour limits our ability to communicate with you, reasonable attempts will nevertheless be made to investigate and report on the complaint/ appeal, on the basis of written evidence produced up to the point at which contact has been restricted.

We aim to maintain a reasonable dialogue with you throughout the progress of your complaint/ appeal, but occasionally we encounter behaviour which is considered unacceptable, and which may lead to restrict or deny further access to our complaint/ appeal procedure. Examples of unacceptable behaviour include:

- making unreasonable demands – insisting on speaking to a particular employee/ subcontractor, demanding responses within unreasonable time scales, changing the substance of the complaint/ appeal and/or adding new matters to the complaint/ appeal;
- unreasonable levels of contact – making an unreasonable number of calls or visits in connection with the complaint/ appeal, sending an unreasonable number of emails, or submitting an excessive amount of documentation which is not clearly relevant to the complaint/ appeal;
- unreasonable persistence, and/or refusal to accept a decision or explanation – insisting on further explanations or responses when a matter has already been explained fully, and/or requesting that a complaint/ appeal be investigated further or re-opened after investigation has been completed;
- unreasonable use of the complaint/ appeal handling procedure – raising a large number of complaints/ appeals (whether related or not); or demanding additional investigations;
- any behaviour where the effect of this is to harass employees/ subcontractors or prevent them from pursuing their legitimate business or implementing a legitimate decision – raising the same or similar issues with multiple members of employees/ subcontractors or different offices; or seeking to involve external parties in the resolution of an internal matter;
- failure to cooperate with reasonable requests from us – failing to respond within a reasonable period to any communications from us, such as failure to agree a date for an investigatory interview; or failing to return interview notes.

When unreasonable behaviour limits our ability to communicate with you, reasonable attempts will nevertheless be made to investigate and report on the complaint/ appeal, on the basis of written evidence produced up to the point at which contact has been restricted, unless we decide that it would be a disproportionate use of employees/ subcontractors, time or resources to take the complaint/ appeal further.

If we decide not to progress the complaint/ appeal because is deemed your behaviour to be unacceptable, we will advise you in writing on reasons for such a decision. We will also advise you if there is any right of appeal to our decision, but this will generally only be available if significant new information comes to light. In the event of an appeal, we will review the decision which was previously made, and consider whether the complaint/ appeal should now be progressed. In all cases where we have given a final decision, you will be informed on your right to ask the Impartiality Committee to review our decision not to progress the complaint/ appeal.

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