

Umbrella Complaints Policy & Procedure

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Purpose of this Document

The purpose of this document is to inform company employees and customers on company quality assurance complaints policy and procedures.

Scope

All Umbrella Cyber Ltd employees, trainees, contractors, and customers who are involved in the provisioning and use of our services.

Overview

The Certifying Body (CB) Umbrella Cyber Ltd believes that all stakeholders should feel that their concerns or complaints can be voiced and will be considered seriously.

The CB requires that all concerns and complaints be dealt with as soon as possible. Usually, the best way to achieve this is through informal discussion but formal procedures are provided if this fails resolve the issue. The CB must inform IASME of any significant complaints, or appeals, with regard to all certifications, including Cyber Essentials. Where these relate to third party schemes, IASME may relay the details onward to the scheme owner.

Record Keeping

- All documentation regarding complaints (including notes of any related meetings and telephone calls), the action taken, and the final outcome will be recorded.
- Records on complaints will be kept for 2 years from closure of complaint (including any appeal).
- There shall be clear communication in writing throughout the handling of the complaint and a copy of all written communication should be retained.
- Monitoring and evaluating the policy

The CB Board will monitor complaints and review the outcomes and ensure that any underlying issues identified by complaints are addressed.

The CB Board will also monitor the operation of the procedures to ensure their effectiveness and will make changes where necessary.

The Complaints Procedure

Stage 1 Informal discussions with members of the Company's staff

- 1.1 Most concerns and potential complaints can best be resolved through informal discussion with the relevant member of the CB. Therefore, any complaint or concern should be raised promptly with the Assessor.
- 1.2 If you are unhappy about speaking to the Assessor you may make an appointment to discuss the complaint or concern with the board of directors.
- 1.3 All CB staff will make every effort to resolve your problem promptly at this informal stage.
- 1.4 Complaints made to anyone other than the Assessor - for instance to the board of directors will be referred to the appropriate member of staff as above.

Stage 2 Formal complaint to the CB Board

- 3.1 If you are dissatisfied with the response at stage 1 then you may make a formal complaint. To do so you should write to (or email) the CB Board setting out the full details. Relevant Board will meet to hear the evidence and decide on any action required. This will normally be arranged within ten working days of your complaint being received, depending on the availability of all concerned. You will be invited to speak to the meeting if you so wish and you may be accompanied by a colleague or representative. After the meeting you will be advised of the outcome in writing. This will normally be within ten working days of the meeting.
- 3.2 For most complaints the decision of the CB Board is final.
- 3.3 The procedures above should be able to deal with most problems relating to certification activities. If you are not happy with the responses provided by the CB, you can get further advice and information from the governing body – IASME.

CB contact details:

The Board or other members of staff can be contacted through the Company. Write to:

Umbrella Cyber Ltd, 86-90 Paul Street, London, England, EC2A 4NE.

or email: info@umbrella-cyber.co.uk