



# 深港海事安保有限公司 SINOGUARDS MARINE SECURITY LIMITED

Room 1205, Tai Sang Bank Building, 130 ~132 Des Voeux Road Center, Hong Kong  
Tel: +852 81987300 Fax: +852 30156855 Email: info@sinoguards.com

## Complaints Policy & Procedure

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## Sinoguards Complaints Policy and Procedure

**Our aim:**

Sinoguards 0104



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- Sinoguards Marine Security Ltd is committed to providing a High-quality service for its Clients working in an open and accountable way that builds the trust and respect of all concerned. One of the ways in which we can continue to improve our service is by listening and responding to the views of our Clients, Customers and Operators, and in particular by responding positively to complaints, and by putting mistakes right.

Therefore Sinoguards aim to ensure that:

- Making a complaint is as easy as possible.
- We treat a complaint as a clear expression of dissatisfaction with our service, which calls for an immediate response.
- We deal with it promptly, politely and, when appropriate, confidentially.
- We respond in the right way - for example, with an explanation, or an apology where we have got things wrong, or information on any action taken etc.
- We learn from complaints, use them to improve our service, and review annually our complaints policy and procedures in accordance with our ISO Procedures.

Sinoguards recognise that many concerns will be raised informally and dealt with quickly. Our aims are to:

- Resolve informal concerns quickly.
- Keep matters low-key.
- Enable mediation between the complainant and the individual to whom the complaint has been referred.

An informal approach is appropriate when it can be achieved. But if concerns cannot be satisfactorily resolved informally, then the formal complaints procedure should be escalated to the Company Director's for intervention and formal resolution.

## Preamble

Definition: Sinoguard's defines a complaint as 'any with any member of our operational staff, or with Business and that requires a formal response.'

expression of dissatisfaction (with SG'S) an SG'S Agent that relates to SG'S



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**Purpose:** The formal complaints procedure is intended to ensure that all complaints are handled fairly, consistently and wherever possible resolved to the complainant's satisfaction.

**Sinoguards responsibility will be to:**

- Acknowledge the formal complaint in writing.
- Respond within a stated period of time; **Current Policy within 24 Hours** (When possible).
- Deal reasonably and sensitively with the complaint.
- Take action where appropriate. **A complainant's responsibility is to:**
- Bring their complaint, in writing, to SG'S attention normally within 24 Hours of the issue arising.
- Raise concerns promptly and directly with the Management of SG'S.
- Explain the problem as clearly and as fully as possible, including any action taken to date.
- Allow SG'S a reasonable time to deal with the matter.
- Recognise that some circumstances may be beyond Sinogurads control.
- **Responsibility for Action: All Management and Directors of SG'S.**

**Confidentiality:** Except in exceptional circumstances, every attempt will be made to ensure that both the complainant and SG'S maintain confidentiality. However, the circumstances giving rise to the complaint may be such that it may not be possible to maintain confidentiality (with each complaint judged on its own merit). Should this be the case, the situation will be explained to the complainant. **Monitoring and**

**Reporting:** Sinoguards will maintain a record of all complaints and resolutions.

Signed:

NAME

Date:

July 6<sup>12th</sup>, 2008