

FEEDBACK & COMPLAINTS POLICY

POLICY STATEMENT

Sangfroid Group Limited (SFG) views feedback and complaints as opportunities to improve our services, strengthen relationships, and uphold our commitment to quality, integrity, and transparency. We aim to resolve issues promptly, fairly, and respectfully while implementing corrective and preventive actions where necessary.

PURPOSE

This policy establishes a clear and accessible process for receiving, investigating, and resolving feedback and complaints from external stakeholders.

SCOPE

This policy applies to:

- Clients, partners, prospects, suppliers, consultants, contractors and members of the public.
- Complaints received verbally, by phone, email, web form, or in writing.

Exclusions:

Employee grievances are covered under the **SFG Grievance Policy**.

PRINCIPLES

- **Fairness:** All complaints will be handled impartially and without bias.
- **Accessibility:** The process is simple and available to all stakeholders.
- **Timeliness:** Complaints will be acknowledged within **2 business days** and responded to within **10 business days**, subject to complexity.
- **Confidentiality:** All information will be handled securely in compliance with data protection laws.
- **Non-Retaliation:** Complainants will not face any disadvantage or withdrawal of services due to lodging a complaint.
- **Continuous Improvement:** Feedback will be used to review and enhance internal processes.

RESPONSIBILITIES

- **Group Compliance & QHSE Manager**
 - Handles escalations and conducts independent reviews.
 - Oversees complaint handling, ensures adherence to policy, and maintains records.
- **Relevant Department Managers**
 - Investigate complaints and implement corrective actions.

PROCEDURE

Stage 1 – Submission

- **Email:** compliance@sangfroidgroup.com
- **Web Form:** <https://sangfroidgroup.com/complaints-grievance-procedure>

- **Post:**
Group Compliance & QHSE Manager
Sangfroid Group Ltd
The Generator Hub, Kings Wharf
Exeter, Devon, UK, EX2 4AN

Acknowledgement: Within **2 business days**

Response: Within **10 business days**, subject to complexity

Anonymous submissions are accepted but may limit our ability to resolve the issue fully.

Stage 2 – Escalation

If unresolved after Stage 1, escalate in writing to the **Group Compliance & QHSE Manager** at the above address. A detailed review will be conducted, and a comprehensive report provided.

RECORD KEEPING

All complaints will be logged internally and retained in accordance with data protection requirements. Records will include:

- Date received
- Complainant details (if provided)
- Nature of complaint
- Actions taken and resolution



Harry Hayes

Chief Operations Officer

26 November 2025