

SeaGuardian Contact & Complaints Policy

1. Purpose of This Policy

The purpose of this Contact & Complaints Policy is to outline how SeaGuardian handles enquiries, feedback, and formal complaints.

SeaGuardian is committed to providing transparent, accessible, and timely communication with all users, clients, and stakeholders.

2. How to Contact SeaGuardian

Users can reach SeaGuardian through the following channels:

control@24hrSolutions.co.uk

Tel. 0208 819 3117

3. Types of Enquiries We Handle

SeaGuardian processes a wide range of enquiries, including:

- General information requests
- Technical or platform support
- Device installation or troubleshooting queries
- Billing and subscription enquiries
- Safety and emergency-related matters
- Complaints or service dissatisfaction

4. Submitting a Complaint

A formal complaint may be submitted if you believe:

- A service has not met expected standards
- A device has malfunctioned or been mis-sold
- You have received inadequate support
- SeaGuardian policies have not been followed
- There has been improper conduct by a representative

To submit a complaint, email office@seaguardian.net with the following:

- Your full name and contact details

- Account or device ID (if applicable)
- Detailed description of the issue
- Supporting documents, screenshots, or evidence where relevant

5. Acknowledgement of Complaints

SeaGuardian aims to acknowledge all complaint submissions within 2 business days.

In urgent safety-related concerns, acknowledgement may occur sooner.

6. Investigation Process

Once a complaint is acknowledged, SeaGuardian will:

- Review all submitted information and evidence
- Conduct internal investigations where required
- Contact the complainant for clarification if necessary
- Liaise with relevant technical or operational teams

SeaGuardian aims to resolve most complaints within 10–14 business days.

7. Outcomes of Complaints

Following the investigation, users may receive:

- A written explanation or resolution
- A corrective action or service fix
- A replacement device (if under warranty)
- A refund or credit where applicable under our Refund & Cancellation Policy
- An escalation to senior leadership for complex cases

8. Escalation Process

If you are unsatisfied with the outcome, you may request escalation to the SeaGuardian Compliance Manager.

Escalations will be reviewed within 5–7 business days.

Further independent mediation may be recommended where appropriate.

9. Complaint Record Keeping

SeaGuardian maintains internal logs of all complaints, including resolution timelines and outcomes.

This helps improve service quality and ensure accountability.

10. Abuse of Process

SeaGuardian reserves the right to restrict communications from users who engage in:

- Harassment or abusive behaviour
- Repeated unfounded complaints
- Misuse of emergency channels

Such measures are taken only when necessary to protect staff and system integrity.

11. Policy Updates

This policy may be updated to reflect operational improvements, regulatory changes, or customer service adjustments.

The latest version will always be published on the SeaGuardian platform.

12. Contact for Questions

For questions regarding this policy:

Email: office@seaguardian.net