

**Complaint Policies and Procedures**  
**Altiris Productions LLC DBA 3<sup>rd</sup> Shift Video**  
**Date Introduced: July 2021**

**OUR COMMITMENT**

**If you make a complaint, you can expect that we will:**

1. treat you with respect
2. tell you what to expect while your complaint is being looked into
3. carry out the complaint handling process in a fair and open way
4. provide reasons for decisions that are made
5. protect your privacy

**PROCEDURE FOR COMPLAINTS**

**The person managing the complaint will be responsible for:**

**1. Registering the complaint:**

Registering the complaint and informing the complainant that their complaint has been received and providing them with information about the process and time frame.

**2. Investigating the complaint:**

Examining the complaint within 3 working days of the complaint being received. Informing the complainant within 3 working days of the complaint being received of what is being done to investigate and resolve it, and the expected time frame for resolution.

As far as possible, complaints will be investigated and resolved within 3-5 working days of being received. If this time frame cannot be met, the complainant will be informed of the reasons why and of the alternative time frame for resolution.

**3. Appealing**

If you are not happy with the outcomes of a complaint you may contact us any anytime for appealing.

#### **4. Record Keeping**

A register of complaints will be kept by Altiris Productions LLC. The register will be maintained by the Manager and will record the following for each complaint:

- Details of the complainant and the nature of the complaint
- Date lodged
- Action taken
- Date of resolution and reason for decision
- Indication of complainant being notified of outcome
- Complainant response and any further action

Copies of all correspondence and other materials received in connection with any complaints will be kept for 7 years.