

## Complaints Policy

This policy is designed to assist when a complaint has been submitted alleging that an SGC Security Services employee has breached the Code of Professional Practice.

Ideally the problem could be resolved, initially, by talking to the Employee about the concerns. Issues should be submitted in writing to the Employee as this is their chance to resolve the complaint at the earliest opportunity. It is encouraged the person making the complaint and the employee should attempt to resolve disputes between themselves, working together to achieve a positive outcome.

If the complaint is regarding accidental damage to property or décor, then the employee may be liable for such costs.

However, if the issue cannot be resolved informally, then this Complaints Policy is to be used to ensure the concerns are addressed.

Our complaints procedure is written in line with the requirements of BS 8543:2015 (Complaint Handling in Organisations).

We will endeavour to support the complainant throughout the complaints process.

### **What is a complaint?**

A complaint is an expression of dissatisfaction, whether justified or not.

Our policy covers complaints about:

- The standard or quality of workmanship on works undertaken within the previous 3 months
- Compliance to the Code of Professional Practice

We refer to these complaints as “service complaints”

Our complaints policy does not cover:

- Works over 3 months old
- Work that has not been certified as complete
- Work altered by others
- Financial or contractual issues
- Situations where litigation has commenced
- Anonymous complaints (whether by the omission of name or contact details)

## **Our standards for handling complaints**

- We receive all formal complaints in writing.
- We will treat all complaints seriously.
- All customers will be treated with courtesy, respect and fairness at all times.
- All complaints will be treated in confidence.

We will deal with complaints promptly. We will acknowledge receipt of a written complaint within 3 working days and the complainant can expect to have a full reply within 30 working days. In a few cases we will not be able to send a full reply within 30 working days of receipt, for example if the complaint is very complex. If this happens, we will inform the customer the reason why and let them know when we will be able to reply in full, keeping them fully informed of the progress.

We will not treat any of our customers less favourably than anyone else because of a protected characteristic, which includes:

- Age
- Disability
- Gender reassignment
- Marriage and civil partnership
- Pregnancy and maternity
- Race
- Religion or belief
- Sex
- Sexual orientation

## **Confidentiality**

All complaints received will be dealt with confidentiality and in accordance with the requirements of current data protection legislation, subject to the need to disclose information as required by statutory authorities, the need to address the complaint through the Procedures and/ or because of statutory or legal obligations placed on the SGC Security Services.

## Resolution

- Once we have determined that the complaint is within our scope, we will contact the employee on behalf of the complainant.
- One possibility is that the SGC Security Services employee may be able to rectify the work which is the subject of the complaint.
- We will work with the complainant and the employee to resolve the complaint as quickly as possible. Depending on the nature and size of the installation, this may take some time.

## Recording complaints

Complaint details, outcomes and actions taken are recorded by us and used for service improvement. We record all complaints we receive and collate data from them to help us to understand what types of problems are most prevalent, and how well we are doing to resolve them.

## Complaints Procedure

### Stage 1.

When a written complaint is received we will:

- Acknowledge receipt of your complaint within 3 working days
- Reply within 30 working days

### Stage 2.

If the complainant is not satisfied with the way in which the complaint has been dealt, they may write to JIB Secretary setting out the complaint, how it has already been dealt with and how the complainant is dissatisfied with the response they have received to date.

## Making a Complaint

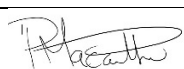
Please make a formal complaint in writing stating clearly what your complaint is, who you have spoken to about it and the reason why you feel that our quality of service has failed.

Your complaint should include:

- Your full name
- Address
- Postcode
- Date

- Where your complaint is about the quality of service you have received

We do not accept or consider anonymous complaints.

Name	Paul Macarthur	Position	CEO
Signature		Date	14/01/2025