

Complaints Policy

Policy Statement

SGC Holdings Ltd trading as SGC Security Services is committed to maintaining high standards of service and professional conduct. We recognise that complaints may arise from employees, clients, or members of the public and are committed to handling all complaints fairly, promptly, and consistently.

Scope of This Policy

This policy applies to complaints raised by:

- Employees
- Clients
- Consumers or members of the public

This policy does not replace:

- The Grievance Procedure for employment-related matters
- The Whistleblowing Policy for concerns relating to serious misconduct, safeguarding, or legal breaches

General Standards for Handling Complaints

SGC Security Services will:

- Treat all complaints seriously and impartially
- Act courteously, fairly, and respectfully
- Handle complaints confidentially
- Ensure no complainant is treated less favourably due to a protected characteristic under the Equality Act 2010

Complaints will be acknowledged within three working days and responded to within thirty working days, unless the complexity of the complaint requires otherwise.

Complaints from Employees

Nature of Employee Complaints

Employee complaints may include concerns about:

- Professional conduct of colleagues
- Alleged breaches of the Code of Professional Practice
- Operational issues affecting service delivery

Matters relating to terms and conditions of employment, pay, disciplinary action, or workplace disputes must be raised through the Grievance Procedure.

Concerns relating to criminal behaviour, safeguarding, health and safety risks, or serious misconduct must be raised under the Whistleblowing Policy.

Handling Employee Complaints

Where appropriate, employees are encouraged to raise concerns informally in the first instance.

If the matter cannot be resolved informally, complaints must be submitted in writing and will be reviewed by an appropriate manager who is not directly involved in the issue.

Complaints from Clients

Nature of Client Complaints

Client complaints may relate to:

- The standard or quality of service provided
- Compliance with contractual or professional standards
- Conduct of SGC Security Services employees

This policy applies to service complaints relating to work undertaken within the previous three months.

Exclusions

This policy does not normally cover:

- Work completed more than three months prior to the complaint
- Work that has not been certified as complete
- Work altered by third parties
- Financial or contractual disputes
- Matters where legal proceedings have commenced

Nothing in this policy prevents SGC Security Services from investigating matters outside scope where there is a legal, regulatory, safeguarding, or reputational risk.

Resolution of Client Complaints

Where appropriate:

- Remedial action may be agreed
- Rectification of work may be offered
- Liability for accidental damage will be assessed in accordance with contractual terms, Company procedures, and applicable law

Complaints from Consumers or Members of the Public

Nature of Consumer Complaints

Consumer or public complaints may include concerns about:

- Behaviour or conduct of employees
- Service standards
- The impact of SGC Security Services' operations on third parties

Anonymous complaints will not normally be accepted under this policy. This does not apply where serious concerns are raised under the Whistleblowing Policy.

Handling Consumer Complaints

Complaints must be submitted in writing and include sufficient detail to allow the matter to be investigated.

SGC Security Services will assess whether the complaint falls within the scope of this policy and respond accordingly.

Complaints Procedure

Initial Review

Upon receipt of a written complaint, SGC Security Services will:

- Acknowledge receipt within three working days
- Review the complaint
- Provide a written response within thirty working days

Escalation

If the complainant remains dissatisfied with the response, they may request a further review. Where appropriate, details of relevant external escalation bodies will be provided.

Confidentiality and Data Protection

All complaints will be handled confidentially and in accordance with the UK General Data Protection Regulation and the Data Protection Act 2018.

Information will only be disclosed where necessary to investigate and resolve the complaint or where required by law.

Recording and Monitoring Complaints

Details of complaints, actions taken, and outcomes will be recorded.


Complaint data will be reviewed periodically to identify trends and support service improvement. Records will be retained only for as long as necessary in line with Company retention arrangements.

Making a Complaint

Complaints should be made in writing and include:

- Full name and contact details
- Date of complaint
- Details of the issue
- Any steps already taken to resolve the matter

Anonymous complaints will not normally be considered under this policy.

Name	Paul Macarthur	Position	Managing Director
Signature		Date	14/01/2026

