

Complaints Policy (General Public)

Summary

At FGH Security, we are committed to providing the highest standards of service to the general public. We value feedback and we take all complaints seriously.

This policy outlines the process for raising a complaint and the steps we take to ensure a fair and prompt resolution.

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1 Objectives of the Complaints Policy

- To provide a clear and transparent process for the general public to raise complaints
- To ensure complaints are handled promptly, fairly, and consistently
- To provide a mechanism for escalating complaints if the initial response is not satisfactory.
- To use feedback to improve our services continuously

2 Scope

This policy applies to all complaints raised by members of the public regarding our services, employees, or any other aspect of our operations

3 Definition of a Complaint

A complaint is any expression of dissatisfaction, whether oral or written about the standard of service, actions, or lack of action by FGH Security or its representatives

4 How to Make a Complaint

Customers can make a complaint in the following ways:

In Writing: Email us at Communications@fghsecurity.co.uk or send a letter to FGH Security, Alston House, White Cross, Lancaster, LA1 4XF

By Phone: Call us at 01524 847554

5 Complaints Handling Procedure

Acknowledgement:

We will acknowledge receipt of your complaint within two (2) working days. A reference number may be provided for tracking purposes.

Initial Investigation:

A designated complaints officer will conduct an initial investigation within five (5) working days of acknowledging the complaint. The complaints officer may contact you for further information or clarification.

Complaints Officer Selection:

A complaints officer will be selected based on the severity and any circumstances surrounding the complaint

Response:

We aim to provide a full written response within ten (10) working days of acknowledging the complaint. If the complaint is complex or requires more time for investigation, we will inform you of the revised timeline and provide regular updates.

Resolution:

If a resolution is agreed upon, we will confirm this in writing and take appropriate action to rectify the issue.

6 Complaint Limitations

It may be the case that your complaint relates to an ongoing Police investigation into the use of force by an FGH Employee. In situations such as these and in order for us to allow the natural course of justice, it may not be possible or appropriate for us to address your complaint whilst a Police investigation is ongoing.

In situations such as these, your complaint will be placed on hold until the Police investigation has been completed.

7 Escalation Levels

If you are not satisfied with the response or resolution provided, you can escalate the complaint through the following levels:

Level 1: Line Manager Review

Request a review by the line manager of the complaints officer. This request should be made within five (5) working days of receiving our response.

The line manager will conduct a review and respond within ten (10) working days.

Level 2: Senior Management Review

If the issue remains unresolved after the line manager's review, you may request a senior management review within five (5) working days.

A senior manager will review the complaint and previous responses and provide a decision within fifteen (15) working days.

Level 3: External Escalation

If you are still dissatisfied after the senior management review, you may escalate the complaint to an external body, such as the Security Industry Authority (SIA) or Police. We will provide guidance on the relevant external bodies and how to contact them.

8 Confidentiality

All complaints will be handled in confidence and in accordance with the Data Protection Act 2018. Information will only be shared on a need-to-know basis to investigate and resolve the complaint.

9 Monitoring and Review

We regularly review our complaints handling process to ensure it remains effective and efficient. Feedback from complaints will be used to improve our services.