

## Introduction

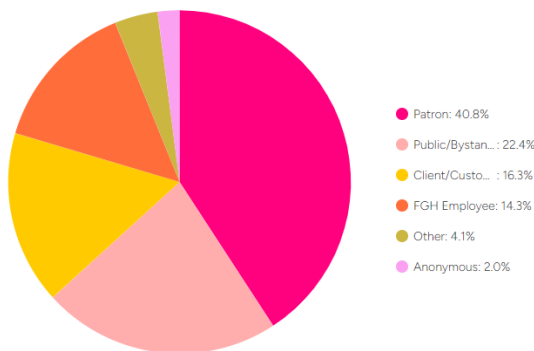
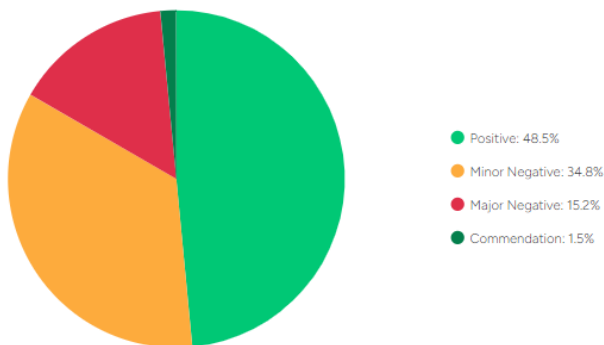
Our reputation matters to us, and we value feedback as a key measure of our Trust Score.

## Feedback Methods

Feedback can be accepted by any of the following methods;

- Email via [feedback@fghsecurity.co.uk](mailto:feedback@fghsecurity.co.uk)
- Our website Chatbot
- In person at any of our sites or offices
- Telephone via 01524 847554
- In writing by post or hand delivered to FGH Group, Head Office, White Cross Business Park, Alston House, Lancaster, LA1 4XF
- Online Reviews (Trust Pilot, Google etc)

### Feedback Statistics for April 2024 to date:



### Online Reviews Benchmarking for April 2024 to date

	Google	Trustpilot	glassdoor	indeed	Trust Score
<b>FGH SECURITY</b>	4.5	4.7	4.2	4.1	<b>88%</b>
	4.2	3.7	3.8	3.4	<b>76%</b>
	3.6	3.8	3.4	3.0	<b>69%</b>
	-	2.8	3.6	3.0	<b>63%</b>
	3.2	-	3.1	2.8	<b>61%</b>
	3.7	-	3.4	3.6	<b>59%</b>



# Feedback

Policy & Procedure

<b>Document Owner</b>	Compliance Officer			
<b>Authorised to Approve</b>	Board/Directors			
<b>Review Schedule</b>	Annual, or until such time there is a significant change in the legislation or the organisation			
<b>Category</b>	● Legal/Critical	● Financial/High	● Reputation/Med	● Other/Low

## Revision History

Version	Date	Author	Summary of Changes	Approved by
001	May 23	CM	Complaints Procedure Created	JS
002	May 24	CM	No changes	JS
003	Aug 24	CM	Updates from Operations Director Switch to FGH Group letterhead	JS

## Introduction

Our business plan is represented in the organisations flywheel, and a key segment of that is our 'Trust Score'. This refers to the way we are perceived by our team members, customers, patrons, from industry peers and beyond.

Our reputation matters to us, and we value feedback as a key measure of our Trust Score.



### 1 Purpose

- 1.1 To ensure that all team members across the organisation understand their responsibilities in relation to the effective and timely response to feedback.
- 1.2 To establish a fair, transparent and effective procedure for handling and resolving feedback from customers, clients, team members, or any other stakeholder.
- 1.3 To ensure that all feedback is handled appropriately in relation to the applicable British Standards.
- 1.4 To ensure that both positive and negative feedback is responded to, recognised, investigated and tracked for trend analysis and continuous improvement across the organisation.

## 2 Scope

- 2.1 This policy and procedure applies to all feedback regarding the services or team members of any trading entity of the FGH Group. Feedback may be from team members, customers, partner organisations, patrons, members of the public, suppliers and service delivery partners or others.

## 3 Objectives

- 3.1 Ensure Fair and Transparent Handling of Feedback
- 3.2 Promote Accountability and Responsibility
- 3.3 Maintain Client and Public Confidence
- 3.4 Facilitate Continuous Improvement

## 4 Related Documents

- 4.1 British Standards
- 4.2 ACS Handbook
- 4.3 ISO 10002

## 5 ARC Team

- 5.1 It is the **accountability** of the Operations Director to ensure that all complaints are handled in compliance with this procedure.
- 5.2 It is the **accountability** of the feedback handler to respond to in compliance with this procedure.
- 5.3 It is the **responsibility** of all team members to operate within this procedure.
- 5.4 Other stakeholders **consulted** in the creation of this procedure are Human Resources, Communications.

## 6 Key Measurables

- 6.1 Time to respond and time to resolve
- 6.2 Feedback Type (Commendation, Positive, Minor Negative, Major Negative)
- 6.3 Feedback by Sector, Site and Region
- 6.4 Trust Score

## 7 Feedback Methods

- 7.1 Feedback can be accepted by any of the following methods;
  - Email (feedback@fghsecurity.co.uk)
  - Chatbot
  - In person
  - Telephone
  - In writing by post or hand delivered
  - Online Reviews (Trust Pilot, Google etc)
- 7.2 Advice on how to provide feedback is made available through the fghsecurity.co.uk and fghtraining.co.uk websites.

## 8 Feedback Handling

### 8.1 Logging

- 8.1.1 Feedback is logged on the [Feedback Tracker](#)
- 8.1.2 Details of the feedback will be recorded, including but not limited to the following;
  - Date received
  - Date of event
  - Reporter details
  - Site (if appropriate)
  - Summary of feedback
- 8.1.3 Due to volume, feedback through online reviews is only transferred to the tracker if it requires further action, such as a Commendation or Major Negative.

### 8.2 Assignment

- 8.2.1 The feedback is assigned a category as;
  - Commendation
  - Positive
  - Minor Negative
  - Major Negative
- 8.2.2 Negative feedback is categorised as Minor Negative or Major Negative. Examples of major negative complaints are;
  - Reports of violent, aggressive, or antagonising behaviour by any team member, regardless of their role within FGH Group.
  - Issues which require the involvement of the Police or other public sector bodies, such as the Health and Safety Executive (HSE) or Security Industry Authority (SIA).
  - Serious injury (broken bones, loss of consciousness, hospitalisation etc) sustained by a member of the public or team member.
  - Lack of ability to conform to Service Level Agreement with a client due to under performance.

This list is not exhaustive.

8.2.3 A feedback handler is assigned to be accountable for the report, wherever possible this individual will be independent to the report to ensure a fair review. Their role and rank will be suitable to the severity and/or any circumstances surrounding the feedback.

### **8.3 Acknowledgement**

8.3.1 Feedback is acknowledged within two (2) working days. This is done in writing where contact details have been provided, or alternatively by telephone or any other means available.

### **8.4 Initial Investigation**

8.4.1 The feedback handler will conduct an initial investigation within five (5) working days of acknowledging the feedback. This can include but is not limited to reviewing incident reports, interviewing those involved, reviewing site instructions and training and reviewing CCTV or any other footage.

### **8.5 Response**

8.5.1 The feedback handler will endeavour to provide a full written response within ten (10) working days of acknowledging the feedback. If the feedback is complex or requires more time for investigation, the reporter will be notified of the revised timeline and regular updates will be provided.

8.5.2 The response will include suggested actions to be taken and timeframes to resolve the feedback.

### **8.6 Resolution**

8.6.1 The feedback handler will make all appropriate attempts to reach a resolution or outcome that the reporter is satisfied with and is a fair reflection of report.

### **8.7 Escalation or Appeal**

8.7.1 Should a reporter be dissatisfied with the resolution offered by the feedback handler, the reporter can submit this in writing within five (5) working days of receiving our response and it may be escalated as follows;

*i. Level 1: Manager Review*

An independent manager will conduct a review and respond within ten (10) working days of the escalation request.

*ii. Level 2: Senior Management Review*

An independent senior manager will conduct a review and respond within ten (10) working days of the escalation request.

### **8.8 Root Cause/Continuous improvement**

8.8.1 The feedback handler may identify a root cause and indicate a need for improvement, training or some other intervention as a preventative measure.

8.8.2 Summary reporting of the feedback tracker and trust score is discussed at Board level and reviewed for trends and root cause analysis.

## **9 Circulating Feedback**

- 9.1 Feedback will be shared as appropriate with the relevant managers, team members and customers.
- 9.2 Individuals that champion best practice may be awarded the FGH Champion award for their efforts.

## **10 Regulatory Bodies**

- 10.1 Where appropriate, feedback may be forwarded to regulatory bodies such as the Security Industry Authority (SIA) or Police.
- 10.2 Where the reporter wishes to report to a regulatory body this will not be discouraged or prejudice the feedback handlers investigation.

## **11 Limitations**

- 11.1 In instances where feedback is directly relating to an ongoing SIA or Police investigation, it may not be possible or appropriate to conduct an investigation at the risk of prejudicing the investigation. In this case the reporter will be informed. These reports may be placed on hold until the formal investigation has been concluded.

## **12 Confidentiality**

- 12.1 All feedback 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.

## **13 Recording and Analysing Feedback**

- 13.1 Feedback from the reporters should be requested surrounding their satisfaction of the process.
- 13.2 This procedure will be reviewed at least annually or when there is a significant change in the organisation to ensure that it remains effective and compliant to ISO10002.