



BP06 – Consumer Complaints	Page : 1 of 2 Date : 03/2020
Issue : 1	Approved:

Revision History

Issue	Date	Changes	Signed

1. Purpose

1.1 To define how the company controls customer and consumer complaints.

2. Scope

2.1 This procedure covers all Security Guarding, Door Supervision and Close Protection work carried out.

3. Risks

3.1 The procedure is written to reduce the associated risks in relation to damage to company reputation and loss of sales via insufficient service and actions of company representatives, including but not exclusive to Consumer. The impact of in proper behaviour by or towards the company's Consumers would potentially be detrimental if resulting in loss of business, particularly that of a key revenue generating customer, it is essential that this procedure is followed to ensure prompt action can be assured in the event of a complaint being received.

4. References

4.1 Written to all Standards, Codes of Practice and Schedules as listed within Standards Adherence Document

5. Definitions

5.1 Incident Client Feedback

Any information from the client that is noteworthy from the point of view of improving the service provided to the client. Feedback can be either a compliment or a complaint.

6. Responsibilities

6.1 The Operations Director or nominated qualified person shall be responsible for all Control Room operations as defined by this procedure plus being aware of all activities defined in the Work Instructions.



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Responsible	Process	Notes
	<div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 0 auto;"> Complaints Process </div>	
1. Director	<div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 0 auto;"> ↓ </div> <div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 0 auto;"> Consumer Complaints can be received via a number of mediums, including; email, telephone, in person or by letter. </div>	Complainants shall be contacted and asked to complete the inbound complaint form ensuring as much detail as possible is captured to assist in the investigation.
2. Director	<div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 0 auto;"> ↓ </div> <div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 0 auto;"> Complaint resolutions shall be tracked internally </div>	A Complaint Follow Up Form will be completed for internal purposes only. This will track and monitor the actions taking place against the complaint.
3. Operations Director	<div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 0 auto;"> ↓ </div> <div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 0 auto;"> A log of complaints shall be held in order to identify any trends arising from complaints received. </div>	All complaints will be registered on the Customer Complaints Register.