



POL/032

Integrated Management System

Last Review: 12th May 25

Next review: 12th May 26

Complaints Policy

H&M Security Services Ltd is committed to providing high-quality security services. We take complaints seriously and aim to resolve them promptly and fairly, whilst taking into consideration relevant legal and regulatory requirements, including the standards set by the Security Industry Authority (SIA). This Complaints Policy applies to all complaints related to the services provided by H&M Security Services Ltd and outlines our procedure for handling complaints from clients, employees, and other stakeholders.

Definitions

- Complaint: An expression of dissatisfaction, whether oral or written about the standard of service, actions, or lack of actions by the company or its staff.
- Complainant: The person or organization making the complaint.

Objectives

- To provide a fair complaints procedure that is clear and easy to use for anyone wishing to make a complaint.
- To ensure that complaints are investigated impartially and in a timely manner.
- To ensure that complaints are, wherever possible, resolved and that relationships are repaired.
- To gather information to improve our services and customer satisfaction.

Making a Complaint

- Complaints can be made verbally or in writing.
- Complaints should be directed to the immediate supervisor or manager where possible.
- Complaints can also be submitted via email to info@hmsecurityservices.co.uk or by post to our Head Office.

Acknowledgement

- Complaints will be acknowledged within 2 working days of receipt.
- The acknowledgement will include the name and contact details of the person handling the complaint.

Investigation

- The complaint will be investigated by a designated manager who is not involved in the subject of the complaint.
- The investigation will be conducted impartially, and all relevant evidence will be considered.
- If the complaint involves specific individuals, they will be given the opportunity to provide a response.

Resolution

- A response to the complaint will be provided within 10 working days of the complaint being acknowledged.
- If the investigation is still ongoing, an update will be provided along with a revised timescale for resolution.



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- The response will include the findings of the investigation, any action taken, and the complainant's right to appeal if dissatisfied with the outcome.

Appeal

- If the complainant is not satisfied with the outcome, they can appeal the decision.
- Appeals should be made in writing within 10 working days of the initial decision.
- The appeal will be reviewed by a senior manager not involved in the original investigation.
- A final decision on the appeal will be communicated within 10 working days of receipt of the appeal.

Record Keeping

- All complaints and their outcomes will be recorded and stored securely.
- Complaint records will be reviewed regularly to identify trends and areas for improvement.

Confidentiality

- Complaints will be handled with confidentiality, and information will only be shared with those who need to know in order to investigate and resolve the issue.

External Review

- If the complainant is not satisfied with the internal handling of the complaint, they can contact the Security Industry Authority (SIA) or other relevant regulatory bodies for further review.

Responsibilities

- All employees are responsible for understanding and adhering to this policy.
- Managers are responsible for ensuring that complaints are handled according to this policy.

The ultimate responsibility for this policy lies with the Managing Director who ensures that it is given and retains the highest of priorities. This policy and its implementation will be reviewed at least annually and updated as required.

Signed by:

A handwritten signature in black ink, appearing to read 'Ian Henderson', written over a horizontal dotted line.

Ian Henderson
Managing Director
H & M Security Services