



CUSTOMER COMPLAINTS PROCEDURE

In the event of a Client or Customer being unhappy with the level of service they receive they may wish to make a complaint to the company either formally or informally.

Informal or verbal complaints are to be treated and dealt with in the same manner a formal or written complaint would be dealt with. Depending on the seriousness of the complaint our insurer should be notified in case of a claim arising.

118 Security will acknowledge receipt of any complaint within 24 hours electronically.

All complaints from customers will be logged on the Complaint Log and full details of the complaint listed to ensure a full and thorough investigation can be carried out.

Complaints will be investigated by the Operations Manager, or in their absence, by a member of the management team and reviewed by a company Director to ensure the complaint has been handled and dealt with sufficiently.

On completion of the investigation a letter detailing the findings of the investigation and confirming the outcome will be sent to the complainant.

Any action taken will be noted and recommendations to prevent the same complaint re-occurring will be logged.

Any complaints received will be dealt with within 7 working days from the date of receipt. Once the investigation is completed it will be signed off and dated by the Operations Manager or a company Director in his absence.

Signed N Vrahimi
On behalf of 118 Security Ltd
Date 01/04/2018 v1