



COMPLAINTS POLICY & PROCEDURE

QMS: QD. 62

Date: Sep 21

Approved by:

S. Butt

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Introduction

We always aim to provide a high standard of care in all our services.

Our customers and consumer views are important to us and help to ensure our services are consistently meeting people's needs and our Quality Standards. If you are unhappy with any of our services, it is important that you let us know.

Making a suggestion

Often people feel more comfortable about suggesting improvements rather than complaining formally. Anyone receiving services, and their friends/ family, may make a suggestion.

First you should speak to the Operations Supervisor or Compliance Director.

If the suggestion is something that SR Security Service Ltd as a company needs to consider you can send it to:

Email: info@srfacilities.co.uk

or call:

Call 0161 443 1322

Making a complaint

We aim to handle complaints quickly, effectively and in a fair and honest way. We take all complaints seriously and use valuable information from investigating to help us improve the service we provide. We treat all complaints in confidence.

SR Security Services assures clients and their families that it will not withdraw or reduce services because someone makes a complaint in good faith.



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Who can complain?

Anyone affected by the way SR Security Services provides services can make a complaint including Consumers/stakeholders and clients.

A representative may complain about the affected person if they:

have died.

cannot make a complaint themselves or have given consent for the representative to act on their behalf.

If you are not happy about making a complaint yourself and you do not know someone who can talk or write to us on your behalf, we will be happy to find someone from an independent organisation to act as an advocate for you.

How you can make a complaint

You can complain:

in person

by telephone

through a member of our staff

through an advocate or representative

Via our webpage

where someone complains orally, we will make a written record and provide a copy of it within 3 working days.

by letter

by email

by a phone call



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Anonymous complaints

We deal with anonymous complaints under the same procedure. However, it is better if you can provide contact details so we can tell you the outcome of our investigation.

Responsibility

The Compliance Director or Managing Director has overall responsibility for dealing with all complaints made about their service.

We will provide as far as is reasonably practical any help you need to understand the complaints procedure or advice on where you may get that help.

How we handle complaints

The Compliance Director or SR Security Services may ask one of the management team to investigate the complaint. That person will have enough seniority and experience to deal with the issues raised by the complaint.

We will acknowledge a complaint within 3 working days and give you the name and contact details of the person investigating it.

We will keep you informed about the progress of the investigation. We aim to have all complaints finished within 28 working days unless we agree a different time scale with you.

When we have finished investigating, we will arrange to meet with you to discuss the outcome, and write to you with:

details of the findings.

any action we have taken; and

our proposals to resolve your complaint.



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Time limits

You should complain as soon as you can after the date on which the event occurred or came to your notice. If you complain more than twelve months later, we may not be able to investigate properly. But we shall also consider whether you had good reason for not making the complaint sooner and whether, despite the delay, it is still possible to investigate the complaint effectively and fairly.

Further steps

At any stage during the process, if you are not happy with the way the service is dealing with your complaint you can contact Managing Director info@srfacilities.co.uk

Recording complaint

Complaint details, outcomes and actions taken are recorded by us and used for service improvement. We record all complaints we receive and collate data from them to help us understand what types of problems are most prevalent, and how well we are doing to resolve them.

We value your feedback and expect to use it to help us to:

- get things right in the future if we have not done so already
- become more customer focused
- be more open and accountable
- act fairly and proportionately
- seek continuous improvement

We will handle your information so that it is only processed and retained appropriately and legally, in line with data protection legislation.

All complaints are logged and all calls to SR Security Services are recorded.



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Addendum to the Complaints Policy and Procedure:

Unreasonable Behaviour

SR Security Services Ltd understands that people may act out of character in times of distress or due to frustration. We do not view behaviour as unreasonable just because a complainant is forceful or determined. Our staff make reasonable allowances for complainants' behaviour.

However, sometimes the situation between a complaint and the SR staff can escalate and the behaviour of the complainant becomes unacceptable, for example becoming abusive, aggressive, or threatening. Such abusive, aggressive, threatening, or vexatious complaints are in the very small minority, but we sometimes find ourselves in the position where we need to restrict or bring to an end communication and access to our premises or staff.

Our staff have the right to undertake their work free from abuse, threats and harassment, or vexatious and repetitive complaints. We expect our staff to be treated with courtesy and respect. SR Security Services has a duty to protect the welfare and safety of staff and considers that violence, threats, or abuse towards

staff is unacceptable. Staff are also expected to treat complainants with courtesy, respect, and fairness.

Complainants who harass, or have been abusive, aggressive, or threatening on one or more occasions towards our staff - or their families or associates - directly or indirectly, will be considered unreasonable.

Any threats or acts of violence will cause direct contact with the complainant to be discontinued. Violence includes behaviour or language (written, oral, or in tone or otherwise) that may cause staff to feel afraid, threatened or abused. Examples of unacceptable behaviour includes but not exclusively threats, verbal abuse, derogatory remarks, rudeness, racist, sexist, homophobic, transphobic, disablist, or other harassment based on personal characteristic or obscene remarks, repeatedly demanding disciplinary action be taken against staff, and where complainants are known to have recorded meetings or telephone conversations without consent. We also consider that inflammatory statements and unsubstantiated allegations can amount to abusive behaviour.



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Furthermore, SR staff will end the phone calls if the caller is considered aggressive, abusive, or threatening. The complainant will first be told that we consider their language offensive or their behaviour unacceptable and will be asked to stop using such language or behaviour. If an officer considers behaviour to be unreasonable, they are advised in the first instance to refer it to their manager who may seek advice and guidance before determining future contact with the complainant, be that by telephone, in person, or electronically. Where complaints are deemed vexatious, the complainant will be notified in writing that no further correspondence will be entered into on the matter in question. The Commission will initially keep one form of contact open so that there is not a 'blanket ban' on contact for any individual.

Where unreasonable or abusive behaviour is determined, the complainant will be notified in writing that no further contact will be undertaken, and this will apply to all SR Security Services contacts. A copy of this policy will be included and, if and where appropriate, a no-contact period specified. If further contact is necessary, the complainant will be informed that it will be made through Compliance Director or their nominated officer/s. A decision to restrict contact will be reconsidered if the complainant subsequently demonstrates more reasonable behaviour.

If you disagree with a decision made by the SR Security Services to regard your behaviour as unreasonable, you can challenge it. Please refer to our Complaints Policy.

All incidents of harassment or aggression will be documented and referred to senior staff. In appropriate circumstances these matters may be referred to the police and they may consider taking appropriate legal action against the complainant, if necessary, without prior warning.