



Company Complaints Procedure

Address:

5 Sovereign Court,
8 Graham St, Birmingham,
B1 3JR
Contact: 02039838555
Email: info@4SSG.co.uk
Web: <https://4ssg.co.uk/>

1. PURPOSE:

The purpose of this Complaints Procedure is to ensure that any complaint from clients, employees, members of the public, or other stakeholders is dealt with promptly, fairly, and consistently.

4SSG UK Limited values feedback and is committed to resolving complaints in a professional manner.

2. SCOPE:

This procedure applies to:

- a) Clients
- b) Security Officers
- c) Other Employees
- d) Members of the Public
- e) Subcontractors

3. RESPONSIBILITIES:

- a) Director: Oversees the complaints management system.
- b) Compliance Officer: Investigates complaints and ensures follow-up actions are completed.
- c) Operations Manager: Supports in gathering facts from sites and staff where necessary.

4. HOW TO MAKE A COMPLAINT

Complaints can be made through any of the following ways:

- a) By telephone to 4SSG UK Limited Head Office.
- b) By email to: info@4ssg.co.uk
- c) In writing to:

4SSG UK Limited, 5 Sovereign Court, 8 Graham Street, Birmingham, B1 3JR

The following information should be provided:

- a) Full name and contact details
- b) Details of the complaint (what happened, when, where)
- c) Any evidence (if available)
- d) Desired outcome (if any)

5. COMPLAINTS HANDLING PROCEDURE

| Step | Action |
|-----------------------|---|
| 1. Acknowledge | Complaint acknowledged within 2 working days. |
| 2. Investigate | Compliance Officer investigates the complaint, gathering all relevant |



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information from staff, sites, and records.

3. **Respond** Full written response provided within 10 working days of receipt.
4. **Resolution** If complaint is upheld, corrective actions are taken immediately (e.g., retraining, apology, process change).
5. **Appeal** If the complainant is dissatisfied, they may appeal in writing. The Director will review and make a final decision.

6. RECORD KEEPING:

- a) All complaints, investigations, and outcomes are logged in the Complaints Register.
- b) Complaints are reviewed during management meetings to identify any trends and to drive continuous improvement.

7. CONFIDENTIALITY:

- a) Complaints will be handled sensitively and confidentially.
- b) Only staff directly involved in the complaint will have access to related information.

8. MONITORING AND REVIEW:

- a) The complaints procedure will be reviewed annually.
- b) Changes will be made where necessary to improve our service and responsiveness.

9. PROCEDURE REVIEW:

This **Company Complaints Procedure** will be regularly reviewed by the HR Manager and updated as necessary.

The Managing Director shall review this policy annually or follow significant changes.

Nadeem Hussain
4SSG UK Limited

This policy is reviewed on 01 – 08 – 2024