



SHELTER SECURITY

SHPO-57

Complaints Policy

Introduction

A Fair and Equal complaints policy is essential to ensuring that customers and interested parties that lodge complaints have the issues raised addressed in an objective and effective manner. This policy is designed to ensure that Shelter Security Limited has sufficient processes in place to ensure that customer satisfaction is assured especially when complaints have been made. Used correctly, effective complaints' handling can be used as a tool for continuously improving customer satisfaction, performance and productivity.

1. Policy Statement

Shelter Security Limited is committed to delivering high-quality security services. We value feedback, including complaints, as an opportunity to improve our services and address any concerns promptly, fairly, and transparently. This policy outlines the process for handling complaints related to our security operations, ensuring compliance with the Private Security Industry Act 2001, SIA regulations, and other applicable laws.

2. Scope

This policy applies to:

- Clients, customers, and members of the public interacting with our services.
- Security personnel, subcontractors, or third-party vendors providing services on our behalf.
- Complaints related to misconduct, service quality, breaches of contract, or operational issues.

3. Objectives

The objectives of this complaints policy are to:

- Provide a clear process for raising and resolving complaints.
- Ensure complaints are handled promptly, fairly, and confidentially.
- Meet regulatory requirements, including Industry standards and GDPR.
- Identify and address areas for improvement.

4. Definitions

- **Complaint:** An expression of dissatisfaction related to service, personnel, or operations requiring a response.
- **Complainant:** The individual or entity raising the complaint.
- **Resolution:** The process and outcome of addressing the complaint.

5. Complaint Submission

Complaints can be submitted via the following channels:

1. **Email:** info@sheltersecurity.co.uk
2. **Telephone:** 02080929300
3. **Online Form:** www.sheltersecurity.co.uk
4. **In Writing:** 29-31 Upminster Road South, Rainham, Essex, England, RM13 9YS

➤ Information Complainants Need to Include

- Full name and contact details of the complainant.
- Details of the complaint (such as date, time, location, and description of the incident).
- Any supporting evidence (including photos, documentation, witness statements).
- Preferred method of communication for follow-up (for example, phone call, e-mail or by post).

6. Complaint Handling Procedure

➤ Acknowledgment

- Complaints will be acknowledged within **3 working days** of receipt.

➤ Investigation

- All complaints will be investigated by a designated complaints officer.
- If the complaint involves serious allegations (e.g., misconduct, safety risks), it will be escalated to senior management immediately.

➤ Resolution

- A formal response will be provided within 5 working days, detailing:
 - Investigation findings.
 - Any corrective actions taken.
 - Next steps, if applicable.
 - Updates on the progress of a case can be requested.
- For complex cases requiring more time, the complainant will be informed of the delay and provided with an updated timeline.

7. Escalation Process

If the complainant is not satisfied with the resolution, they may: -

1. Request a review by senior management.
2. Escalate the matter to an external body, such as the SIA (Security Industry Authority) or a relevant ombudsman.
 - **SIA Contact Details:**
Website: <https://www.sia.homeoffice.gov.uk>

8. Confidentiality

- All complaints will be handled with strict confidentiality, ensuring that personal data is protected in compliance with the General Data Protection Regulation (GDPR).
- Information will only be shared with relevant parties involved in the investigation and resolution.

9. Monitoring and Reporting

- Complaints will be logged and tracked in a centralised complaints register.
- Regular reports on complaint trends and resolution outcomes will be reviewed by senior management to identify areas for improvement.
- Significant complaints will be included in quarterly compliance reviews and, where applicable, annual audits.

10. Training

- All security personnel and complaint-handling staff will receive training on this policy and relevant complaint management procedures.
- Refresher training will be conducted annually or when significant changes are made to the policy.

11. Continuous Improvement

- Feedback from complaints will be used to improve our policies, procedures, and training programs.
- Complaint trends will be analysed to identify recurring issues and implement preventive measures.

12. Review of Policy

This policy will be reviewed annually or when changes in regulations or operational practices occur.

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Address: 29 – 31 Upminster Road South, Rainham Essex, RM13 9YS		

13. Contact Information

For any questions about this policy, please contact:

Complaints Officer

Shelter Security Limited

Email: info@sheltersecurity.co.uk

Phone: 02080929300

Address: 29-31 Upminster Road South, Rainham, Essex, England, RM13 9YS

In the event that a complainant is dissatisfied with the way in which their matter has been handled, they can address their complaint to the Managing Director at the above postal address.

Approved By: Dianne Natalie Calafatis

Position: Managing Director

Date: 18/11/2024