

Securatex Ltd — Client Complaints & Service Escalation Policy

1. Document control

Document title: Client Complaints & Service Escalation Policy

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Status: Controlled document

Owner: Managing Director (MD)

Approved by: Managing Director

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Related documents (controlled):

- IMS-PRO-NCR-001 Nonconformity & Corrective Action Procedure
 - IMS-PRO-INC-001 Incident Reporting & Investigation Procedure
 - IMS-PRO-OPS-001 Operational Delivery & Supervision Procedure
 - IMS-REG-TRN-001 Training & Competence Record Control
 - IMS-REG-CUST-001 Customer Feedback & Complaints Register
- Distribution: All personnel; public-facing summary may be published on website

2. Policy statement

Securatex Ltd is committed to delivering consistently high standards of service. We recognise that concerns may arise and we treat complaints as an opportunity to put things right quickly and improve.

We will ensure that complaints are:

- received and acknowledged promptly;
- assessed fairly and investigated proportionately;
- escalated where risk, seriousness or client impact requires;
- resolved with clear outcomes, corrective actions, and timescales; and
- used to drive continual improvement within our Integrated Management System (IMS).

3. Scope

This policy applies to complaints and service concerns raised by:

- clients and client representatives;
- venues, event organisers, promoters and stakeholders;
- members of the public where Securatex Ltd is delivering security services;
- subcontractors/suppliers where the issue impacts service delivery to a client.

It covers complaints relating to:

- service delivery performance, professionalism, conduct, attendance, supervision;
- communication, reporting, response times;
- compliance concerns within contracted scope;
- billing disputes only where linked to scope/delivery (pure billing queries may be routed to accounts but still logged as feedback where appropriate).

This policy does not replace whistleblowing (public interest wrongdoing) or HR grievance procedures (internal employment matters).

4. Definitions

Complaint: An expression of dissatisfaction about service delivery requiring response/resolution.

Service Concern: A lower-level issue or query that can be resolved quickly without formal investigation (but may become a complaint if repeated/serious).

Escalation: Formal elevation of a complaint due to severity, risk, reputational impact, client sensitivity, or repeated failure.

Nonconformity: A failure to meet a requirement (contractual, legal, client requirement, or IMS requirement) requiring corrective action.

5. Principles

1. **Accessibility:** Clear routes to raise concerns are available.
2. **Fairness & impartiality:** Complaints are assessed objectively.
3. **Timeliness:** Defined response times are applied and monitored.
4. **Confidentiality:** Information is handled on a need-to-know basis.
5. **Evidence-based:** Findings are based on records, statements and facts.
6. **No retaliation:** Clients or complainants will not be disadvantaged for raising concerns.
7. **Continual improvement:** Trends and root causes are analysed and improvements implemented.

The logo for SECURATEX, featuring the word "SECURATEX" in a bold, white, sans-serif font. The letters are slightly shadowed and appear to be floating above a dark, semi-transparent background that has a subtle grid pattern.

6. Responsibilities

Managing Director (MD)

- overall accountability; approves high-severity outcomes and significant corrective actions;
- ensures adequate resources and impartiality;
- reviews trends in management review.

Operations Manager / Contract Manager (where assigned)

- receives and triages complaints;
- coordinates immediate containment actions;
- leads standard investigations and client communications.

Supervisor / Team Leader

- records incidents and immediate facts;
- implements short-term controls;
- ensures staff cooperation and evidence preservation (body-worn video, logs, attendance records where applicable).

All staff

- behave professionally; cooperate with investigations; preserve records;
- report issues early to prevent escalation.

7. How to raise a complaint (client reporting routes)

Complaints may be raised via:

- Email: complaints@securatex.co.uk
- Telephone: [Insert number] (ask for “Operations / Complaints”)
- In writing: Complaints Officer, Securatex Ltd, [Registered Office Address]

Where possible, the complainant should provide:

- date/time/location;
- nature of the complaint;
- names/roles (if known);
- supporting evidence (photos, emails, incident reference numbers);
- preferred resolution outcome.

8. Complaint handling process and timeframes

8.1 Acknowledgement

Securatex Ltd will acknowledge receipt within 1 working day (where contact details are available), confirming:

- complaint reference number;
- named handler;
- next steps and indicative timescales.

8.2 Triage and initial risk assessment (within 2 working days)

Complaints are classified by severity:

- Level 1 (Low): minor dissatisfaction, easily resolved, no safety/security impact.
- Level 2 (Medium): service failure impacting client experience/contract deliverables; potential reputational impact.
- Level 3 (High/Critical): allegations involving safety risk, use of force, discrimination, safeguarding, serious misconduct, major client risk, security breach, potential legal/regulatory exposure.

Immediate containment actions may include:

- supervisor attendance; staff re-brief; replacement staff; revised post orders; increased supervision; temporary stand-down; notifying client duty contact.

8.3 Investigation

Target completion times:

- Level 1: 5 working days
- Level 2: 10 working days
- Level 3: 20 working days (or sooner where risk requires)

If the investigation cannot be completed within target timescales, the client will receive an update at least every 5 working days with revised timelines.

Investigation may include:

- review of assignment instructions/post orders;
- incident reports and supervisor logs;
- attendance records and shift handover notes;
- body-worn video/CCTV where applicable;
- statements from staff and witnesses;
- review of training/competence records (where relevant).

8.4 Outcome and response

A written outcome will be issued to the complainant (where appropriate) including:

- summary of the issue;
- findings (substantiated / partially substantiated / not substantiated);
- corrective actions (immediate and longer-term);
- any service recovery actions;
- confirmation of closure or next steps.

Note: Personal data and disciplinary outcomes relating to individuals may be restricted; we will communicate outcomes lawfully and proportionately.

9. Escalation and governance

A complaint must be escalated to the MD immediately if it involves:

- allegations of criminality, fraud, corruption;
- serious safety risk, injury, safeguarding concerns;
- discrimination/harassment;
- use of force concerns;
- significant data breach or information compromise;
- high-profile client or media sensitivity;
- repeated failures indicating systemic issues.

Where appropriate, the MD may appoint an independent investigating officer to ensure impartiality.

10. Corrective action and continual improvement

Where a complaint identifies a nonconformity or systemic weakness, a corrective action record will be raised in line with IMS-PRO-NCR-001, including:

- root cause analysis proportionate to the issue (e.g., 5 Whys);
- action owner, due date, and effectiveness check;
- updates to training, supervision, documentation, or resourcing.

Themes and trends will be reviewed during management review, including:

- volume by service/contract;
- time to acknowledge/close;
- repeat complaints;
- root causes and effectiveness of corrective actions.

11. Records and retention

All complaints and outcomes will be recorded in the Customer Feedback & Complaints Register with:

- reference number;
- date received; service/contract; classification; handler;
- actions taken; outcome; closure date; corrective action link (if raised).

Retention: Minimum 6 years from closure (or longer where contract or legal hold applies).

Records are controlled in accordance with information security and data protection requirements.

12. Data protection and confidentiality

Securatex Ltd will process personal data contained in complaints lawfully and securely. Access will be restricted to those who require it for resolution and governance. Information will not be disclosed externally unless required for investigation, contractual obligations, or legal/regulatory purposes.

13. Appeals / dissatisfaction with outcome

If a complainant is dissatisfied with the outcome, they may request a review within 10 working days of the outcome letter. Reviews will be conducted by the MD or a suitably senior person not previously involved where practicable, and a final response issued within 10 working days.

14. Communication and awareness

This policy will be:

- communicated to all staff (induction + annual refresh);
- available to clients on request and/or via the website;
- reinforced through supervisor briefings and contract mobilisation.

15. Review

This policy will be reviewed annually, or sooner if triggered by:

- audit findings;
- significant complaint trend;
- major incident or legal/regulatory change;
- organisational or operational change.