

Corps Security Complaints Policy and Procedure

Our aim:

Corps Security is committed to providing a quality service for its customers in an open and accountable way that builds the trust and respect of all our stakeholders. One of the ways in which we can continue to improve our service is by listening and responding to the views of our customers and stakeholders, and in particular by responding positively to complaints, and by putting mistakes right.

Therefore we aim to ensure that:

- making a complaint is as easy as possible;
- we treat a complaint as a clear expression of dissatisfaction with our service which calls for an immediate response;
- we deal with it promptly, politely and, when appropriate, confidentially;
- we respond in the right way - for example, with an explanation, or an apology where we have got things wrong, or information on any action taken etc;
- we learn from complaints, use them to improve our service, and review annually our complaints policy and procedures.

We recognise that many concerns will be raised informally, and dealt with quickly. Our aims are to:

- resolve informal concerns quickly;
- keep matters low-key;
- enable mediation between the complainant and the individual to whom the complaint has been referred.

An informal approach is appropriate when it can be achieved. But if concerns cannot be satisfactorily resolved informally, then the formal complaints procedure should be followed.

Preamble

Definition: Corps Security defines a complaint as 'any expression of dissatisfaction (with Corps Security or with a member of staff) that relates to Corps Security and that requires a formal response'.

Purpose: The formal complaints procedure is intended to ensure that all complaints are handled fairly, consistently and wherever possible resolved to the complainant's satisfaction.

Corps Security's responsibility will be to:

- acknowledge the formal complaint in writing;
- respond within a stated period of time;
- deal reasonably and sensitively with the complaint;
- take action where appropriate.

A complainant's responsibility is to:

- bring their complaint, in writing, to Corps Security's attention normally within 2 weeks of the issue arising;
- raise concerns promptly and directly with a member of staff in Corps Security;
- explain the problem as clearly and as fully as possible, including any action taken to date;
- allow Corps Security a reasonable time to deal with the matter;
- recognise that some circumstances may be beyond Corps Security's control.

Responsibility for Action: All Corps Security colleagues

Confidentiality: Except in exceptional circumstances, every attempt will be made to ensure that both the complainant and Corps Security maintain confidentiality. However the circumstances giving rise to the complaint may be such that it may not be possible to maintain confidentiality (with each complaint will be judged on its own merit). Should this be the case, the situation will be explained to the complainant.

Monitoring and Reporting: Directors of Corps Security will receive monthly an anonymized report of complaints made and their resolution.

Formal Complaints Procedure

Stage 1

In the first instance, if you are unable to resolve the issue informally, you should write to the member of staff who dealt with you, or their manager, so that he or she has a chance to put things right. In your letter you should set out the details of your complaint, the consequences for you as a result, and the remedy you are seeking.

You can expect your complaint to be acknowledged within 10 working days of receipt. You should get a response and an explanation within 28 working days. If you are unsure which member of Corps Security staff to write to, your complaint should be sent to;

Quality and Health and Safety Advisor
Corps Security
Market House
85 Cowcross Street
London. EC1M 6PF

Stage 2

If you are not satisfied with the initial response to the complaint then you can write to Corps Security's Regional Operations Managers and ask for your complaint and the response to be reviewed. You can expect the Regional Operations Managers to acknowledge your request within 10 working days of receipt and a response within 28 working days.

Corps Security's aim is to resolve all matters as quickly as possible. However, inevitably some issues will be more complex and therefore may require longer to be fully investigated. Consequently timescales given for handling and responding to complaints are indicative. If a matter requires more detailed investigation, you will receive an interim response describing what is being done to deal with the matter, and when a full reply can be expected and from whom.

CORPS

SECURITY

Southern Region

Helmey El-Aasar
Market House
85 Cowcross Street
London
EC1M 6PF

Central Region

Sam Croft
Cambrai Court
1233 Stratford Road
Hall Green
Birmingham
B28 9AA

Northern Region

Darrell Jacques
12 Cromac Place
Cromac Court
Belfast
BT7 2JB

Final Stage

If you are not satisfied with the subsequent reply from Corps Security's Regional Operations Managers, then you have the option of writing to the Regional Operations Directors, stating the reason why you are dissatisfied with the outcome. You must do this within 10 days of receiving the written response from Corps Security's Regional Operations Managers.

Southern Region

Breda Smead
Market House
85 Cowcross Street
London
EC1M 6PF

Central Region

Nigel Horne
Cambrai Court
1233 Stratford Road
Hall Green
Birmingham
B28 9AA

Northern Region

Eric Dobbie
12 Cromac Place
Cromac Court
Belfast
BT7 2JB

The Regional Operations Directors (or their nominee) will respond normally within 10 working days to inform you of the action which will be taken to investigate your complaint, and when you can expect to hear the outcome of the investigation.

Note. If your original complaint was against the Regional Operations Directors, then the final stage will be handled by the Company Secretary (at the Market House mailing address).