OPERATIONS COMPLAINTS HANDLING PROCEDURE – MP01

1. Procedure Purposes:

This document deals with the methods and responsibilities for dealing with any official Shareholder or other Customer complaints received. For obtaining and handling Shareholder/Customer feedback related to their own perception of satisfaction with the Security Services provided to them.

It identifies the records that are created and used for investigations to show the controls in place to deal with such complaints and for generating feedback from them.

2. Quality Objectives for this process

The aims and objectives of recording, investigating and satisfactorily resolving such complaints are;

Help maintain good relationships with the Shareholders, Clients and other Customers, in order to enhance their ongoing satisfaction with the services provided.

Identify any Non-Conformities with the Processes, Practices or Documented Systems to allow for Corrective/Preventative action. Allowing the input of suitable, new corrective and/or preventative measures.

3. Scope of this Procedure and Process

This procedure deals with Complaints that are received either verbally or in writing, to put on record any unsatisfactory aspects of services and/or personnel provided. It also deals with the ways in which we pro-actively pursue feedback in order to monitor the Perception/Satisfaction with the services provided.

4. Responsibilities

It is the responsibility of every person working within the Operations environment and for their Company to ensure the Shareholders/Clients/Customers' needs and expectations for the Security Services provided are met. To feed back to the Management Team any relevant data concerning any unsatisfactory issues or perception of such in order to allow a timely and effective resolution to such issue.

The Management Team are primarily responsible for providing the resources to allow these procedures to be carried out. To include investigating, resolving, analysing and reviewing all such complaints and feedback brought to their attention in a prompt and efficient manor ensuring the correct recording all such complaints.

The Operations/Company Quality Management Representative (QMR) is responsible for maintaining a Register and File of all received complaints and for co-ordinating any investigations and corrective/preventative actions. Any investigations carried out are to be done honestly, to the best of their ability and as promptly as possible.

First line personnel such as the Operational Management Team, Operators and other Admin/Financial personnel are responsible for the resolution of any problems associated with day to day services carried out. Personnel dealing with everyday Shareholder/Customer requirements and minor complaints have a responsibility to resolve such issues (wherever they can) before they escalate into more serious complaints.

Any Operations/Company personnel receiving any complaints or feedback from such complaints have a responsibility to listen attentively and courteously to the Shareholders/Customers Representatives. To record their details and notify the Operations/Company Quality Management Representative immediately or at the first available opportunity.

5. Process and Procedural Methods

Any person receiving an official complaint is responsible for carefully and courteously listening to the complaint to obtain the full facts. If there is any uncertainty as to whether a complaint is official, it is to be treat as an official complaint anyway.

All information is to be noted down and forwarded to the Management Teams involved by phone/email.

The Management Team will respond in the first instance, if at all possible to the Shareholder as soon as the information is received. If that is not possible, the response will be within 72 hours of the complaint being received.

On receipt of the complaint the details will be documented in the Complaints Register file using the next sequential number, to include the Complainants details, reference number and brief but factual details of the complaint and site concerned.

If the complaint has been received in writing, a copy of the email/correspondence is to be clipped to the complaint form.

The complaint is to be directed to the most applicable member of the Management Team for investigation. The Quality Management Representative (QMR) will then determine the need for a "Complaint Acknowledgment" to be sent to the complainant by phone or in writing. Any such decision will be documented in the Complaints Register file.

An investigation into the complaint is arranged to determine the validity and cause of the problem. All forms and documents regarding the investigation is provided to the person carrying out the investigation which will later be required to be returned to the Quality Management Representative (QMR) for maintenance of the Complaints Register file.

The validity and full extent and cause of the problem is decided by the investigator.

With the investigator, the (QMR) will put any corrective actions in place and attempt to ensure such similar problems do not occur.

Any outcome and proposed actions are to be notified to the complainant either verbally or by letter/email.

The eventually agreed outcome is documented within the Complaints Register file and closed off to show the matter has been dealt with.

If disciplinary actions were taken to deal with any unsatisfactory elements of our own operations or sub-contracted suppliers operations or general demeanour shall be recorded to the relevant Management Teams for documentation.

The (QMR) shall regularly and on an ongoing basis review the Complaints Register file to ensure there are none outstanding and any that are, to ensure they are progressed and resolved as soon as possible.

All complaints, their validity and outcomes will be further discussed at the Management/Board meetings.

The Complaints Register file is kept with the Management Teams for control of documentations and reviews.