Forcefield

Policy

Complaints Procedure

Overview

A customer complaints procedure is a systematic method used by the Company for receiving, recording and responding to complaints made by stakeholders. This is to ensure that complaints are responded to efficiently and effectively. This procedure also ensures that the valuable management information which is generated from customer feedback is used in a positive way to improve the effectiveness of the Company.

A complaints procedure provides a way for stakeholders to express their dissatisfaction with services, policies and decisions of the Company and to suggest improvements. It gives valuable management information regarding the effectiveness of services provided, policies implemented and decisions taken.

1. Our Aim

As a professional private security industry provider, we are fully committed to providing a quality service to our stakeholders and continually improve our service by:

- Listening and responding to the views and opinions of all stakeholders including employees, customers and interested other parties.
- Responding to all complaints in a timely and positive manner.
- Making right any identified mistakes by understanding the root cause and using the appropriate corrective and preventive action that will avoid any future recurrence.

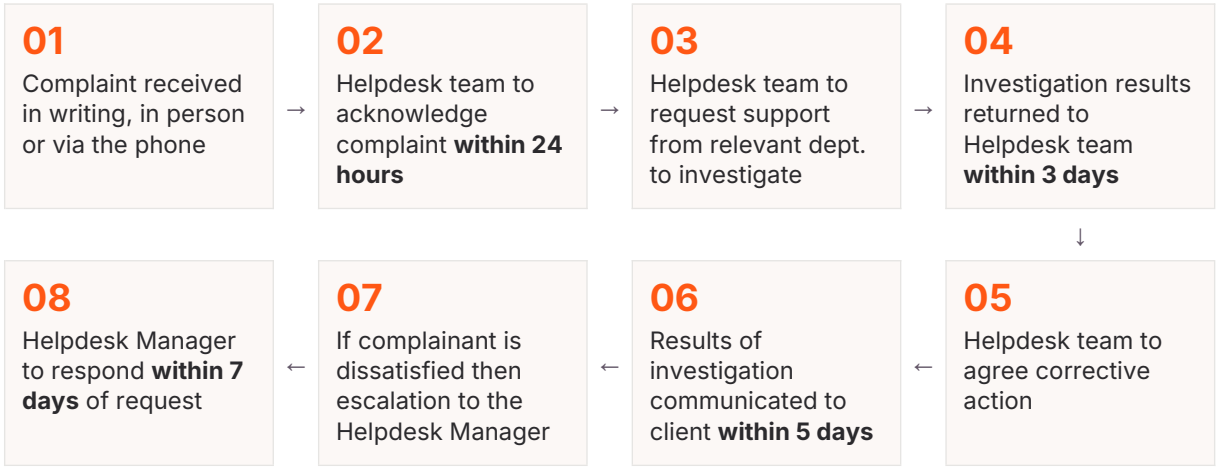
2. Our Commitment

Forcefield is committed to effective and efficient handling of all complaints received by us relating to any aspect of the services that we provide using the following principles:

- **Responsiveness.** All received complaints will be promptly acknowledged and registered. All complainants will be kept informed about the outcome of their complaint.
- **Objectivity.** Each complainant's input will be dealt with equitably, objectively and in an unbiased way.
- **Confidentiality.** Personally identifiable information will always be treated in the strictest of confidence and protected from any exposure to non-authorised personnel.
- **Customer-focussed approach.** All complaints will be handled with the best interests of our customers.
- **Accountability.** Lines of accountability will be identified for the prompt investigation and satisfactory closure of all received complaints.
- **Continual Improvement.** Forcefield's permanent objective is for continual improvement to all our processes.

3. Procedure

Details of the complaint will be sent to the Helpdesk team who will raise a case on CHASE. This will allow the Company to identify any trends arising from the complaints / enquiries and monitor the response to ensure customer satisfaction.



- A complaint can be made in person, in writing or via the phone.
- The Helpdesk team will contact the complainant acknowledging receipt of the complaint within 24 hours.
- The Helpdesk team will request support from the relevant employees/department to fully investigate the complaint.
- The results of the investigation must be returned to the Helpdesk team within 3 days of the complaint being handed to the relevant employee/department. If this is not possible, then notification must be sent to the Helpdesk team via email explaining why this has not been completed.
- As a result of the investigation, the Helpdesk team will meet with the relevant stakeholders and agree corrective action.
- Within 5 days of the initial complaint being raised, the Helpdesk team will review the results of the corrective action and verify completion.
- The Helpdesk team will contact the complainant to share the results of the investigation and ensure satisfaction and record accordingly.
- If the complainant is still dissatisfied, they will be directed to the Hub Manager to review the decision.
- The Hub Manager will write to the complainant within 7 days of receiving the request confirming the final position on the complaint and explaining the reasons.
- A log of all complaints will be reviewed on a quarterly basis at the Quarterly Management Meeting to ensure that complaint trends are being recognised and actioned.

All complaints received by Forcefield form part of our documented Quality Management System which is designed to satisfy all applicable ISO 9001:2015 and ISO 10002:2004 requirements.

Data Protection Act

The information provided by complainants will be held for the purpose of monitoring the amount and nature of customer complaints and as a record of contact. Personal information will only be disclosed to responsible officers investigating the comment and administering the procedure.



Charlie Gordon Lennox
CEO
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