



## **Complaints' Procedure (Client and Patrons)**

### **2<sup>nd</sup> Hand Verbal Complaints (patrons of clients)**

The complainant will be given the opportunity to explain their view point. They will be invited to write in officially, as we are unable to investigate or discipline anyone without a written complaint.

### **2<sup>nd</sup> Hand Written Complaint (patrons of clients)**

All written complaints will be investigated. Any incoming complaint must be handed to a Director to deal with. We will respond in writing within 48 hours of receiving a written complaint. We will use our standard letter in the first instance, explaining our investigation procedure and inviting further information. The deadline for receiving further information required from the 2<sup>nd</sup> hand complainant is 21 days. If no response is received within 21 days, the complaint will be classed as "no further action" and the file will be closed.

Summary of Procedure:

- Log the complaint in the complaints book
- Contact the venue and speak to the venue manager, ask his/her viewpoint, ask to view any available CCTV footage, ask for a copy of any incident report relating to the allegation if we do not already have it
- Contact the security team, get a statement from all security witnesses
- Liaise with the Police if the complaint has been lodged with the authorities
- In the event of a minor complaint which is refuted by the venue management, suspend the security operative from that venue only for a 2-week period pending investigation outcome. Do this only if the venue manager agrees with this procedure
- In the event of a major complaint which is supported by the venue management, suspend the security operative from any venue for a 2-week period pending the outcome of the investigation. Bar the security operative from working at any venue associated with the client if you then return him to duties. Be aware that the outcome of the investigation may lead to the security operative being struck off from the approved operatives list

### **1<sup>st</sup> Hand Complaints**

Remove the security operative in question from the venue rota immediately. Follow standard procedures. Never return a security operative to a venue that has complained about their conduct without the manager's agreement, the client has the right to choose their team!

Aim for a win-win outcome where possible. Any abusive or violent conduct must result in immediate dismissal. Refer to our Code of Conduct for security operatives for guidance on evaluating the consequences.

Communicate the outcome to the Complainant, The Venue and the Security Operative.