

## **Complaints Policy**

Security Scotland is committed to having a formal complaints Policy and procedures which allow candidates to provide valuable feedback about our services. This will ensure that we provide quality services to our customers and are responsive to their needs.

The purpose of the Complaints Policy is to:

- a) Encourage customer feedback
- b) To provide an effective means for those who use Security Scotland's services, to inform us of any dissatisfaction or ideas for improvements they may have.
- c) To confirm the individual's rights to complain or share their opinions
- d) To ensure that comments and complaints are dealt with effectively and impartially
- e) To direct that complaints should be resolved:
  - As quickly as possible
  - As close to the point of delivery as possible
  - Fairly (for all parties)
  - With the minimum of inconvenience for the complainant
- f) To ensure that customer comments and complaints are used to develop overall improvements to the way that we work

The objective of the complaints process is to investigate and improve the services that we offer and to be accountable to all our customers and stakeholders. The policy of Security Scotland Ltd is to respond to all suggestions, whether positive or negative, in a prompt, courteous and confidential manner.

Information on complaints received and their resolution can be made available to external stakeholders on request.

### **Minimum Expectations**

1. All complaints will be acknowledged in writing within 5 working days of receipt.
2. We aim to resolve complaints to the satisfaction of all parties within 10 working days of receipt. If this is not possible, we will explain why and give a timescale for completion.



Managing Director:  
13<sup>th</sup> January 2026

Renewal Date:  
12<sup>th</sup> January 2027