

# SSIG

SPECIALITY SECURITY INVESTIGATION GROUP

## COMPLAINTS POLICY

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## COMPLAINTS POLICY

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## **Policy Statement**

This policy is set out to show clearly the process on how to make a complaint, contact details, timescales for responses and the escalation process should a learner remain dissatisfied with the centres response. It also provides advise so that a learner can escalate their complaint to the Awarding Organisation and further to the relevant Qualification Regulator if needed. The purpose, is to ensure Speciality Security Investigation Group Limited trading as SSIG-UK Training Division provide high quality services which meets service user's needs. We believe we achieve this most of the time: if we are not getting it right please let us know.

We always aim to provide a high standard in all our services. Our customers' views are important to us and help to ensure our services are consistently meeting people's needs. If you are unhappy with any of our services it is important that you let us know. In order to ensure our services remain at a high and improving standard, we have a procedure through which you can let us know of for any reason you are not satisfied with Speciality Security Investigation Group Limited trading as SSIG-UK Training Division or its staff.

## **Who can complain**

Anyone affected by the way Speciality Security Investigation Group Limited trading as SSIG-UK Training Division provides services can make a complaint.

A representative may complain for the affected person if they:

- cannot make a complaint themselves, or
- have given consent for the representative to act on their behalf

Your views are important to us and help to ensure our services are consistently meeting people's needs. If you are unhappy, in the first instance, you can make a suggestion for improvement of service delivery.

## **Responsibility**

The Head of Training Centre has overall responsibility for dealing with all complaints made about departments, staff or services.



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## **Making a Suggestion**

Often people feel more comfortable about suggesting improvements rather than complaining formally. Anyone receiving or providing services, may make a suggestion.

First you should speak to a member of management or Speciality Security Investigation Group Limited trading as SSIG-UK Training Division staff.

Comments or suggestion boxes are available if you would rather make your suggestion that way.

If the suggestion is something that Speciality Security Investigation Group Limited trading as SSIG-UK Training Division as a company needs to consider you can also send it to:

Write to: Head of Training Centre, Speciality Security Investigation Group Training Division, 62 Grove Way | Cottenham | Cambridgeshire | CB24 8BH.

If you are unhappy about any of the companies services, please address your complaint to: Clark Edwards - [complaints-trainingdivision@ssig-uk.co.uk](mailto:complaints-trainingdivision@ssig-uk.co.uk) or calling: 01720 421038

If your suggestion or complaint is with an individual in Speciality Security Investigation Group Limited trading as SSIG-UK Training Division, sometimes it is best to first tell him or her directly. If you feel this is difficult or inappropriate then speak to the staff member's manager or the Head of Training Centre. You can also contact a member of the Senior management team at [training@ssig-uk.co.uk](mailto:training@ssig-uk.co.uk).

If a complaint alerts us to possible misconduct we will raise this to the Head Of Training centre or the relevant department, who will then decide how to investigate and monitor outcomes.

Often we will be able to give you a response straight away. When the matter is more complicated we will give you at least an initial response within five working days.

## **Making a Written Complaint**

If you are not satisfied with our response or wish to raise the matter more formally, please write to:

Write to: Head of Training Centre, Speciality Security Investigation Group Training Division, 62 Grove Way | Cottenham | Cambridgeshire | CB24 8BH.

All written complaints will be logged. You will receive a written acknowledgement within three working days.

The aim is to investigate your complaint properly and give you a reply within ten working days, setting out how the problem will be dealt with. If this is not possible, an interim response will be made informing you of the action taken to date or being considered.

We aim to handle complaints quickly, effectively and in a fair and honest way. We take all complaints seriously and use valuable information from investigating to help us improve the service we provide. We treat all complaints in confidence.

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Speciality Security Investigation Group Limited trading as SSIG-UK Training Division assures service users and subcontractors that it will not withdraw or reduce services because someone makes a complaint in good faith.

If you are not happy about making a complaint yourself and you do not know someone who can talk or write to us on your behalf, we will be happy to find someone from an independent organisation to act as an advocate for you.

How you can make a complaint You can complain:

- in person
- by telephone
- through a member of our staff
- through an advocate or representative

Where someone complains orally we will make a written record and provide a copy of it within 3 working days

- by letter
- by email

## **Anonymous Complaints**

We deal with anonymous complaints under the same procedure; however it is better if you can provide contact details so we can tell you the outcome of our investigation.

How we handle escalated complaints

The Head of Training Centre may ask one of the management team to investigate the complaint. That person will have enough seniority and experience to deal with the issues raised by the complaint.

We will acknowledge a complaint within 3 working days and give you the name and contact details of the person investigating it.

We will keep you informed about the progress of the investigation. We aim to have all complaints finished within 28 working days unless we agree a different time scale with you.

When we have finished investigating, we will arrange to meet with you to discuss the outcome, and write to you with:

- details of the findings;
- any action we have taken; and
- our proposals to resolve your complaint.



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### **Time limits**

You should complain as soon as you can after the date on which the event occurred or came to your notice. If you complain more than twelve months later, we may not be able to investigate properly. But we shall also consider whether you had good reason for not making the complaint sooner and whether, despite the delay, it is still possible to investigate the complaint effectively and fairly.

### **Further steps**

At any stage during the complaints process, if you are not happy with the way the Training Centre is dealing with your complaint you can file a complaint through the SIA (Security Industry Authority) through the link below:

<https://www.gov.uk/government/organisations/security-industry-authority/about/complaints-procedure>

Alternatively, please speak to the Highfield Qualifications Team on 01302 363277.

If you have any queries about the contents of this policy, please contact the Head of Training Centre directly on 01720 421038 and ask for Clark Edwards, or email: [info@ssig-uk.co.uk](mailto:info@ssig-uk.co.uk).