

SSIG

SPECIALITY SECURITY INVESTIGATION GROUP

GENERAL COMPLAINT POLICY

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SPECIALITY SECURITY INVESTIGATION GROUP

Speciality Security Investigation Group Limited takes complaints seriously as they provide valuable insight into areas where we can enhance our products and services, as well as resolve any issues concerning the consistency and quality of our business operations.

This policy outlines the following:

1. Our definition of a complaint
2. How to make a complaint
3. How complaints will be recorded
4. The escalation process
5. Confidentiality

1. Our definition of a complaint

A complaint is any issue regarding the quality, actions, or decisions made concerning the service provided. Our General Complaint Policy allows customers to inform us when we have not met expectations and provides an opportunity for us to resolve any issues. This policy is not applicable where the complaint does not concern the actions or decisions of Speciality Security Investigation Group Limited, or where the same issue has already been addressed.

For complaints related to training, please refer to the Training Complaints Policy. For issues concerning your personal data, please refer to the process outlined in our Privacy Policy.

Speciality Security Investigation Group Limited is committed to ensuring that anyone who wishes to make a complaint is treated fairly and equitably. We will make reasonable adjustments to facilitate the complaint process. Examples of reasonable adjustments include:

- Not requiring complaints to be submitted in writing.
- Providing larger print or a specific colour contrast for documents.
- Allowing additional time to submit information or comments regarding a complaint.

We will not assume what reasonable adjustments may be necessary but will consider each request individually and make reasonable adjustments where appropriate.

If you require a reasonable adjustment, please inform Speciality Security Investigation Group Limited of the specific adjustment needed so we can assess your request.



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2. How to make a complaint

Customers wishing to make a complaint should do so in writing. If this is not feasible, or you wish to request an accessible format, please contact us by phone using the number provided below. The complaint will be logged in our system, and a unique reference number will be generated.

Once a complaint is received, we will acknowledge it within 14 days and provide the unique reference number. The acknowledgement will be sent to the address or email provided. If valid contact details are not provided, it may not be possible to process the complaint or do so within the stated timeframes.

We aim to respond to complaints within 28 days of receiving them. However, if the nature of the complaint requires more time for investigation, we may need a longer period to resolve the matter. If a response cannot be provided within 28 days, we will contact the complainant to update them on the progress.

Complaints should be made as soon as possible, and no later than 56 days from the incident in question. Complaints can be sent to:

Email: info@SSIG-UK.co.uk
Postal Address: Speciality Security Investigation Group Limited, 62 Grove Way, Cottenham,
Cambridgeshire, CB24 8BH
Phone: 01720 421 038

3. How complaints will be recorded

All complaints will be documented in a Complaint Log, which will be retained for 36 months. The information stored will include:

- The date of the complaint
- A copy of the complaint
- Copies of all correspondence
- The outcome
- Details of any corrective action required

All personal data will be redacted in compliance with UK GDPR requirements.

The Complaint Log will be reviewed every three months to identify any trends and potential training opportunities.



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4. Escalation process

If the complainant is not satisfied with the way their complaint has been handled, the issue may be escalated to the Managing Director. The escalation request will be acknowledged within 14 days, and we aim to provide a detailed response within 28 days. Should more time be required, we will notify the complainant and provide an updated estimate of when the response will be given.

5. Confidentiality

All complaints will be managed in accordance with the UK General Data Protection Regulation (UK GDPR), the Privacy and Electronic Communications Regulations (PECR), and the Data Protection Act 2018 (DPA). For more information on how we handle your data, please contact our Data Protection Officer at Speciality Security Investigation Group Limited, 62 Grove Way, Cottenham, Cambridgeshire, CB24 8BH, or email info@SSIG-UK.co.uk.

Further details about your rights concerning the use of personal data can be found in our Privacy Policy, available on our website at www.ssig-uk.co.uk.

6. Review

This policy will be reviewed regularly, at least every three years following its approval. If a review is necessitated by changes in legislation, it will be carried out immediately.