



# COMPLAINTS & FEEDBACK POLICY

How to raise a concern and how Horizon will respond

## OUR COMMITMENT

Horizon is committed to delivering services with professionalism, transparency, integrity and accountability. We welcome feedback and take complaints seriously. Complaints will be handled fairly, respectfully and as promptly as the circumstances allow, with a focus on resolving concerns and learning from them.

### Horizon Security Solutions Ltd

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Email: [info@horizon.uk.com](mailto:info@horizon.uk.com) | Website: [horizon.uk.com](http://horizon.uk.com)

Version 2.0 | Effective 19 August 2026



## 1. Purpose and scope

This policy explains how customers, learners, clients, suppliers, members of the public and other third parties can provide feedback or raise a complaint about Horizon, and how we will handle it.

A complaint may relate to any aspect of our service or conduct, including:

- the quality, delivery or administration of a service or training course;
- the conduct of a member of staff, instructor, contractor or representative;
- communication, customer service, invoicing or administration;
- health, safety, equality, accessibility or reasonable adjustments;
- the handling of personal information or direct marketing; or
- any other action or omission which you believe has affected you unfairly or adversely.

Where an issue is properly dealt with under a separate assessment appeals, safeguarding, whistleblowing or other specialist procedure, we will explain the correct route and make sure the concern is directed appropriately.

## 2. Who can complain

Anyone who has used, received, been affected by, or has a legitimate interest in Horizon's services may raise a complaint. A complaint may also be made by an authorised representative acting on another person's behalf.

You may complain anonymously. However, if you do not provide your name or contact details, this may limit our ability to investigate the matter, verify information, ask follow-up questions or tell you the outcome.

### NO DISADVANTAGE FOR COMPLAINING

Making a complaint in good faith will not affect your right to be treated fairly or to access Horizon services. We will not tolerate victimisation or retaliation against anyone who raises a genuine concern.

## 3. How to make a complaint

You can raise a complaint in any of the following ways:

| Method         | Details                                                                                                                                                                                                      |
|----------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Email          | info@horizon.uk.com                                                                                                                                                                                          |
| Telephone      | 01389 755551 (Overseas: +44 (0) 1389 755551)                                                                                                                                                                 |
| Post           | Horizon Security Solutions Ltd, 100 Balloch Road, West Dunbartonshire, G83 8SR, United Kingdom                                                                                                               |
| Other channels | If a concern is raised through another Horizon channel, including social media, we will take reasonable steps to identify it as a complaint and move any sensitive discussion to a suitable private channel. |

To help us investigate efficiently, please provide as much relevant information as you can, for example:

- your name and preferred contact details, if you are willing to provide them;
- a clear description of what happened and why you are dissatisfied;
- relevant dates, course or service details and the names of people involved, if known;
- copies of relevant emails, documents, photographs or other supporting information; and
- what you would like Horizon to do to resolve the matter.

## 4. What happens after you complain

| Stage                | What Horizon will do                                                                                                                                                   | Target timescale                               |
|----------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------|
| 1. Acknowledge       | Record the complaint, confirm receipt and identify the appropriate senior person to handle it.                                                                         | Normally within 2 working days                 |
| 2. Investigate       | Review the available information, make appropriate enquiries and, where necessary, contact you for clarification or evidence.                                          | As promptly as reasonably possible             |
| 3. Outcome           | Provide a clear response explaining our findings, any action taken and, where appropriate, any proposed remedy.                                                        | We aim for 10 working days                     |
| 4. Keep you informed | If the matter is complex or cannot reasonably be concluded within the target period, explain why and provide a revised timescale.                                      | Updates as appropriate                         |
| 5. Review            | If you remain dissatisfied, you may ask for a further senior review. Where practicable, this will be carried out by someone not responsible for the original decision. | We aim for 10 working days from review request |

Each complaint will be handled by, or under the oversight of, a senior member of staff. Where reasonably practicable, the person investigating will not be the individual whose conduct or decision is the subject of the complaint.

We will consider the evidence objectively and proportionately. Depending on the circumstances, an outcome may include an explanation, apology, corrective action, repeat or remedial service, refund or credit where appropriate, staff guidance or training, a change to procedure, or confirmation that no further action is justified.

## 5. Data protection complaints

### IMPORTANT - PERSONAL INFORMATION

If your complaint is about the way Horizon has used, stored, shared or otherwise handled personal information, it will also be treated as a data protection complaint. Horizon will provide a clear route to complain, acknowledge the complaint within the legally required period, investigate appropriately, keep you informed and communicate the outcome without undue delay. Our normal 2-working-day acknowledgement target is intended to exceed the statutory minimum.

We may need to confirm your identity, or the authority of a representative acting for you, before disclosing personal information or dealing with certain information-rights issues. We will not ask for more information than is reasonably necessary for that purpose.

If you remain dissatisfied with our handling of a data protection matter, you may raise the issue with the Information Commissioner's Office (ICO). Further information is available at [ico.org.uk/make-a-complaint](https://ico.org.uk/make-a-complaint).

## 6. Regulated training and assessment matters

Where a complaint concerns a regulated qualification, assessment process or awarding-organisation requirement, Horizon will apply the relevant internal quality-assurance, complaints or appeals procedure as appropriate. If an external escalation route is available after Horizon's internal process has been completed, we will provide the relevant awarding-organisation or regulatory details.

A complaint about service or conduct is not automatically an appeal against an assessment decision. Where both issues arise, they may be handled under separate but coordinated procedures.



## 7. Confidentiality, records and fairness

Complaints will be handled sensitively and information will be shared only with those who reasonably need it to investigate, respond, obtain advice, meet legal or regulatory obligations, or take appropriate action.

Horizon will keep appropriate records of complaints, investigations, outcomes and any improvement action. Personal information will be handled in accordance with applicable UK data protection law and Horizon's Privacy Policy.

Where a complaint concerns another person, we will balance the complainant's need for an explanation with the privacy and legal rights of the people involved. This may mean that we cannot disclose confidential employment, disciplinary or personal information.

## 8. Accessibility and reasonable adjustments

We want the complaints process to be accessible. If you need information in an alternative format, help communicating with us, or another reasonable adjustment because of a disability, please tell us and we will consider what support is reasonable and appropriate.

## 9. Unacceptable conduct

Horizon understands that people may be upset or frustrated when making a complaint. We will not restrict a complaint simply because it is critical or strongly expressed. However, abusive, threatening, discriminatory or persistently unreasonable conduct towards staff or others will not be accepted.

Where conduct becomes unacceptable, Horizon may set reasonable limits on how and when communication takes place, while continuing to consider the underlying complaint fairly where possible.

## 10. Learning and continuous improvement

Complaints and feedback are an important source of learning. We will review themes and recurring issues, identify corrective or preventive action where appropriate, and use the findings to improve training, operational delivery, administration and customer service.

## 11. External rights and escalation

This policy does not remove or restrict any statutory, contractual, regulatory or other legal right available to a complainant. Where an appropriate external complaints, appeals or regulatory route applies, Horizon will provide relevant information where reasonably practicable.

## Contact and document control

|                |                                                                                                      |
|----------------|------------------------------------------------------------------------------------------------------|
| Policy owner   | Horizon Security Solutions Ltd - Operations                                                          |
| Email          | info@horizon.uk.com                                                                                  |
| Telephone      | 01389 755551   Overseas: +44 (0) 1389 755551                                                         |
| Postal address | 100 Balloch Road, West Dunbartonshire, G83 8SR, United Kingdom                                       |
| Version        | 2.0                                                                                                  |
| Effective date | 19 August 2026                                                                                       |
| Review cycle   | At least annually, and earlier where legislation, regulation or Horizon procedures materially change |

**Policy note:** This document is designed for publication to customers, learners and third parties. Separate internal complaint-handling procedures may provide staff with additional operational guidance.