



METROPOLE GUARD SECURITY

Regus Office 127, 268 Bath Road, Slough, England SL1 4DX
Info@metropoleguards.co.uk: <https://www.metropoleguards.co.uk/>
Contact: 02033555340
MGS Complaints Procedure

1. PURPOSE:

The purpose of this Complaints Procedure is to ensure that any complaint from clients, employees, members of the public, or other stakeholders is dealt with promptly, fairly, and consistently.

Metropole Guard Security values feedback and is committed to resolving complaints in a professional manner.

2. SCOPE:

This procedure applies to:

- a) Clients
- b) Security Officers
- c) Other Employees
- d) Members of the Public
- e) Subcontractors

3. RESPONSIBILITIES:

- a) Director: Oversees the complaints management system.
- b) Compliance Officer: Investigates complaints and ensures follow-up actions are completed.
- c) Operations Manager: Supports in gathering facts from sites and staff where necessary.

4. HOW TO MAKE A COMPLAINT

Complaints can be made through any of the following ways:

- a) By telephone to Metropole Guard Security Head Office.
- b) By email to: info@metropoleguards.co.uk
- c) In writing to:

Metropole Guard Security Ltd Regus Office 127 268 Bath Road Slough SL1 4DX

The following information should be provided:

- a) Full name and contact details
- b) Details of the complaint (what happened, when, where)
- c) Any evidence (if available)
- d) Desired outcome (if any)



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5. COMPLAINTS HANDLING PROCEDURE

Step	Action
1. Acknowledge	Complaint acknowledged within 2 working days.
2. Investigate	Compliance Officer investigates the complaint, gathering all relevant information from staff, sites, and records.
3. Respond	Full written response provided within 10 working days of receipt.
4. Resolution	If complaint is upheld, corrective actions are taken immediately (e.g., retraining, apology, process change).
5. Appeal	If the complainant is dissatisfied, they may appeal in writing. The Director will review and make a final decision.

6. RECORD KEEPING:

- a) All complaints, investigations, and outcomes are logged in the Complaints Register.
- b) Complaints are reviewed during management meetings to identify any trends and to drive continuous improvement.

7. CONFIDENTIALITY:

- a) Complaints will be handled sensitively and confidentially.
- b) Only staff directly involved in the complaint will have access to related information.

8. MONITORING AND REVIEW:

- a) The complaints procedure will be reviewed annually.
- b) Changes will be made where necessary to improve our service and responsiveness.

9. PROCEDURE REVIEW:

This **Company Complaints Procedure** will be regularly reviewed by the HR Manager and updated as necessary.

The Managing Director shall approve this policy annually .

Mohammad Raza

Director

Metropole Guard Security

This policy is reviewed on 11 – 08 – 2025