



SINHA
SECURITY SERVICES LIMITED

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EMAIL: info@sinhasecurityservices.co.uk

CUSTOMER AND PUBLIC COMPLAINTS POLICY

Company Name: Sinha Security Services Limited

Effective Date: 1 September 2026

Review Date: 1 September 2027

1. Policy Statement

Sinha Security Services Limited is committed to providing high-quality, professional, and reliable security services across the United Kingdom. We recognize that feedback and complaints are vital tools for monitoring our performance and driving continuous improvement in our operations, staff conduct, and service delivery.

We treat all complaints seriously and are dedicated to ensuring that any grievance is handled fairly, transparently, and resolved in a timely manner.

2. Purpose and Scope

The purpose of this policy is to provide a clear, structured procedure for clients, members of the public, and third parties to raise complaints regarding our services or personnel.

This policy applies to all external complaints concerning:

- The conduct, behaviour, or performance of Sinha Security Services Limited personnel (e.g., SIA-licensed security guards, door supervisors, mobile patrol officers).
- The quality, effectiveness, or delivery of contracted security services.
- General corporate operations, administrative issues, or staff compliance with UK private security industry standards.

Note: Internal employee grievances or employment disputes are handled separately under the company's internal Grievance and Disciplinary Procedure.

3. How to Lodge a Complaint

We encourage individuals to voice their concerns as soon as an issue arises so it can be investigated promptly. Complaints should ideally be submitted in writing through the following channels:

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By Email: abdullah@sinhasecurityservices.co.uk

By Mail: Compliance & Quality Assurance Department, Sinha Security Services Limited,

Suite No 9, First Floor, Heron House, 2 Heigham Road, East Ham, London, E6 2JG

By Phone: +44 7759 826816

Information Required: To help us investigate effectively, please provide:

- Your full name, organization (if applicable), and contact details.
- The date, time, and precise location of the incident.
- The name(s) or SIA badge number(s) of the security personnel involved (if known).
- A clear and concise description of the incident or issue.
- Any supporting documentation, witness details, or photo/CCTV evidence.

4. The Complaints Resolution Process

Stage 1: Acknowledgment

Upon receipt, the complaint will be recorded in our Central Complaints Register. We will issue a formal written acknowledgment via email or post within **3 working days**. This acknowledgment will contain a unique case reference number and state the name of the manager or compliance officer handling the investigation.

Stage 2: Investigation

The complaint will be assigned to a senior manager or compliance officer who has no direct involvement in the matter. In line with UK security industry best practices, the investigator will:

- Review all available evidence and documentation.
- Interview relevant personnel and examine operational logs, assignment instructions, incident reports, and body-worn video or CCTV footage where available.
- Assess whether there has been a breach of company protocols, client contracts, or SIA standards of conduct.

Stage 3: Formal Response

We aim to conclude our investigation and issue a comprehensive formal written response within **14 working days** of the initial acknowledgment. If a complex investigation requires more time; (e.g., waiting for third-party CCTV or police liaison), we will notify the complainant in writing, explain the reasons for the delay, and provide a realistic revised completion date.

The final response will outline our findings and, where a complaint is upheld, detail the corrective or preventative actions taken (such as staff retraining, disciplinary action, or operational changes).

Stage 4: Internal Escalation

If the complainant remains unsatisfied with the outcome provided at Stage 3, they have the right to appeal. The appeal must be submitted in writing to the **Managing Director** within **10 working days** of receiving the formal response. The Managing Director (or an appointed independent executive) will review the entire case file and issue a final company decision within **7 working days**.

Stage 5: External Escalation

Sinha Security Services Limited operates under the regulatory framework of the UK private security industry. If the complaint involves serious professional misconduct or illegal activity and remains unresolved, it may be escalated externally:

- **The Security Industry Authority (SIA):** For concerns regarding unlicensed operatives, badge cloning, or severe breaches of SIA licensing conditions, reports can be made via the SIA website.
- **Law Enforcement:** If the complaint involves allegations of criminal behaviour, assault, or theft, it should be reported directly to the local UK police force.

6. Confidentiality and Data Protection

All complaints are handled with the stricter confidentiality. Personal data collected during the complaints process will be processed, stored, and retained securely in strict accordance with the



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UK GDPR and the Data Protection Act 2018. Information will only be disclosed to parties directly involved in the investigation and resolution of the complaint.

7. Continuous Improvement

The Central Complaints Register is reviewed quarterly by senior management to identify operational trends, training needs, or systemic issues, ensuring our services continuously align with **BS 7858** (screening) and **BS 10800** (provision of security services) standards.

Signed:

Date:

12/09/2026

Director, Sinha Security Services Limited

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