



TMC
Security Services Ltd

Complaints Procedure

In the event of a customer complaint, the following procedures must be adhered to:

1. On receipt of a customer complaint, all details are recorded onto the Customer Complaint Form and logged on the Complaints Log.
2. Chilem Mustafa will contact the customer to establish full details of the complaint and agree any corrective action required. This will be recorded on the Customer Complaint Form.
3. Once the investigation and any corrective action has been carried out, Chilem Mustafa will send the completed Customer Complaint Form back to the originator or will forward an email detailing the investigation results and corrective action taken.
4. Chilem Mustafa will close the complaint on the Complaints Log and save all documentation relating to the complaint.

Dated: July 2023