

	Al Zaeem Guards & Security Protection Complaint & Grievance Procedure	No.	PDR-IMS-18
		Rev. No.	01
		Date	1 st Oct 2023

1. Our Aim

Al Zaeem is committed to providing a quality service and working in an open and accountable way that builds trust and respect. One of the ways in which we can continue to improve our service is by listening and responding to the views of our clients and stakeholders, and in particular by responding positively to complaints/grievance, and by putting mistakes right.

Therefore, we aim to ensure that:

1. making a compliment or complaint/grievance is as easy as possible
2. we welcome compliments, feedback and suggestions
3. we treat a complaint/grievance as a clear expression of dissatisfaction with our service or personnel which calls for an immediate response
4. we deal with it promptly, politely and, when appropriate, confidentially
5. we respond in the right way - for example, with an explanation, or an apology where we have got things wrong, or information on any action taken etc.
6. we learn from complaints/grievance, use them to improve our service, and review annually our complaints policy and procedures

We recognise that many concerns will be raised informally, and dealt with quickly.

Our aims are to:

7. resolve informal concerns quickly
8. keep matters low-key
9. enable mediation between the complainant and the individual to whom the complaint/grievance has been referred

This policy ensures that we welcome compliments and provide guidelines for dealing with complaints/grievance from the external stakeholder

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2. Definitions

A compliment is an expression of satisfaction about the standard of service we provide.

3. Purpose

Al Zaeem is always positive to hear from people who are satisfied with the services we offer. All compliments & complaints are recorded, acknowledged, and a copy is sent to the relevant service manager to provide feedback to the member of staff or service.

4. Complaints/Grievance

The formal complaints/grievance procedure is intended to ensure that all complaints/grievance are handled fairly, consistently and wherever possible resolved to the complainant's satisfaction.

5. Responsibilities

Al Zaeem's responsibility will be to:

10. acknowledge the formal complaint/grievance in writing;
11. respond within a stated period of time;
12. deal reasonably and sensitively with the complaint/grievance; and
13. take action where appropriate.

A complainant's responsibility is to:

14. bring their complaint/grievance, in writing, to Al Zaeem's attention normally within 7 working days of the issue arising;
15. raise concerns promptly and directly with a member of staff in Al Zaeem's;
16. explain the problem as clearly and as fully as possible, including any action taken to date;
17. allow Al Zaeem a reasonable time to deal with the matter, and
18. recognise that some circumstances may be beyond Al Zaeem's control.

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6. Confidentiality:

Every attempt will be made to ensure that both the complainant and Al Zaeem’s maintain confidentiality.

7. Complaints/Grievance Procedure:

Written records(email) must be made by Al Zaeem’s at each stage of the procedure.

Stage 1

In the first instance, staff member(s) must establish the seriousness of the complaint/grievance. An informal approach is appropriate when it can be achieved. But if concerns cannot be satisfactorily resolved informally, then the formal complaints procedure should be followed.

Stage 2

If the complaint/grievance cannot be resolved informally, the external stakeholder should be advised that a formal complaint /grievance may be made and the following procedure should be explained to them. It may sometimes be appropriate for a different member of staff, preferably a member of the Management Team, to make this explanation.

1. A formal complaint/grievance can be made either verbally or in writing. If in writing the attached an email should be sent. If verbally, a statement should be taken by a member of the Management Team, staff member or a supervisor.
2. In all cases, the complaint/grievance must be passed on to Business Development Manager & Operations Manager respectively. In the event of a grievance about the responsible person the grievance should be passed to the responsible person’s superior, and if the grievance is about the responsible person’s superior this must be passed on to Managing Director
3. The responsible person or responsible person’s superior, depending on the nature of the complaint, must acknowledge the complaint/grievance in writing within five days of receiving it.
4. One of the above will investigate the complaint/grievance. Any conclusions reached should be discussed with the staff member involved and their Line Manager.

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5. The person making the complaint/grievance will receive a response based on the investigation within two weeks of the complaint/grievance being received. If this is not possible then a letter must be sent explaining why.

Stage 3

1. If the complainant is not satisfied with the above decision, then the Managing Director will be convened.
2. The sub-group will examine the complaint and may wish to carry out further interviews, examine files / notes. They will respond within four weeks in writing. Their decision will be final.

Change History		
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1	1 st Oct 2023	Creation

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