



LG Security Services

Complaints Procedure (UK)

Effective from: [01/10/2025] | Next review: [01/10/2027] | Procedure owner: [Lee Grantham / Director]

| | |
|------------------|---|
| Complaints email | lee@lgsecurityservices.co.uk |
| Phone (daytime) | 01243 908029 |
| 24/7 urgent line | 07743298409 |
| Postal address | 23a London Road, Waterloville, Hants, PO7 7DT |

1. Purpose

LG Security Services is committed to delivering safe, professional, and reliable security services. We take complaints seriously and will deal with them promptly, fairly, and transparently. We use feedback to improve our service and prevent issues from recurring.

2. Scope

This procedure applies to complaints about LG Security Services, including (but not limited to):

- Manned guarding, mobile patrols, events, keyholding and alarm response
- Control room and CCTV monitoring (where provided)
- Staff conduct, professionalism, uniform/appearance, and customer care
- Attendance, punctuality, handovers, and compliance with Assignment Instructions
- Incident handling, reporting, and evidence management (including body-worn video where used)
- Billing, invoicing, variations, and service performance

This procedure does not remove or limit any statutory rights.

3. What is a complaint?

A complaint is any expression of dissatisfaction about our service or the conduct of our staff or subcontractors where a response or resolution is expected.

4. How to submit a complaint

You can submit a complaint by email, phone, post, or via your account manager or duty manager (where applicable). Please include:

- Your name and contact details
- Site name/location and service type (guarding, patrol, event, keyholding, CCTV, ETC.)
- Date/time of the issue and staff names (if known)
- What happened and any supporting evidence (photos, emails, reference numbers)
- The outcome you are seeking

Urgent risk to safety or security: If the issue is urgent or poses an immediate security risk, call the 24/7 urgent line so we can take rapid action.

5. Acknowledgement and timescales

We will acknowledge your complaint within 3 working days (sooner where possible). We aim to provide a full written response within 15, working days.

If we need more time (for example, multiple witnesses, third-party evidence, or police involvement), we will explain why and provide an updated expected response date.

6. Immediate safety actions

If a complaint indicates a risk to safety, safeguarding, or security integrity, we may take immediate steps such as:

- Assigning replacement cover or additional supervision
- Removing an officer from duty pending investigation (where appropriate)
- Notifying the client's nominated contact and/or site management
- Preserving relevant evidence (logs, reports, access records, CCTV requests, BWV where used)

7. Investigation process

A manager (not directly involved where possible) will investigate by:

- Reviewing Assignment Instructions, rosters, timesheets, patrol logs, and incident reports
- Interviewing relevant staff and, where appropriate, the complainant and client representatives
- Reviewing available evidence (for example, control room records, communications, BWV where used)
- Assessing compliance with contractual requirements, company procedures, and relevant SIA standards (where applicable)

We may request additional information. If we do, we will keep you updated and confirm any revised timescales.

8. Body-Worn Video and evidence (where applicable)

Where body-worn video (BWV) is used, footage may be reviewed as part of an investigation, subject to UK data protection requirements, secure storage and controlled access, and retention periods set in LG Security Services policies.

We may not always be able to share footage due to privacy or legal restrictions, but we will explain what we can.

9. Outcomes and remedies

We will confirm whether the complaint is upheld, partially upheld, or not upheld. Where appropriate, remedies may include:

- An apology and explanation
- Corrective actions (for example, briefing, retraining, supervision, changes to Assignment Instructions)
- Service recovery (for example, replacement officer, revised coverage, additional checks)
- Contractual remedies (for example, credit or refund) where justified and consistent with the contract/terms

10. Escalation (Stage 2 review)

If you are not satisfied with our response, you may request a review within 14 calendar days of our Stage 1 outcome.

Stage 2 will be handled by a senior manager or director (where possible not involved at Stage 1). We will respond within 10 working days of receiving the escalation request.

11. Police, criminal allegations and SIA considerations

Where a complaint involves suspected criminality (for example, theft, assault, fraud, malicious damage) or serious misconduct, LG Security Services may support the client in reporting the matter to the police and/or report it ourselves where appropriate.

We may also take internal action under our disciplinary procedures and, where relevant, consider whether the matter should be raised with the Security Industry Authority (SIA) in line with applicable licensing requirements and expectations. We may be limited in what we can disclose during ongoing investigations.

12. Alternative Dispute Resolution (ADR)

If we cannot resolve the complaint directly, we will advise whether an ADR provider is available or appropriate to our business. If we are a member of an ADR scheme, we will provide the provider's details and state whether we agree to use ADR.

13. Confidentiality and data protection

All complaints are handled confidentially. Personal data is processed only as necessary to investigate and respond, and in accordance with UK data protection law. Information will only be shared with those who need it, or where required by law.

14. Unreasonable or abusive behaviour

We will always be respectful and professional. We may limit contact where behaviour is abusive, threatening, or unreasonably persistent, while still ensuring the complaint is handled fairly.

15. Record keeping and continual improvement

LG Security Services records complaints, actions taken, and outcomes to monitor service quality and compliance, identify recurring issues and training needs, and improve procedures and Assignment Instructions.

LG Security Services Complaint Form

You may use the form below to help structure your complaint. You can also submit the same information by email.

| | |
|------------------------------|---|
| Complainant name | |
| Company (if any) | |
| Phone | |
| Email | |
| Site name and address | |
| Service type | Guarding / Patrol / Event / Keyholding / CCTV |
| Date/time of issue | |
| Officer name/ID (if known) | |
| Evidence attached (optional) | |
| Complaint details | |
| Preferred outcome | |