



Specialists in Security and Facilities Management

External Grievance & Complaints Policy

1. Policy Statement

SFM (UK) Ltd is committed to maintaining professional, ethical and transparent relationships with clients, contractors, suppliers, regulators and members of the public.

We take all complaints and grievances seriously and will investigate them objectively, fairly and promptly.

2. Scope

This policy applies to grievances or complaints raised by:

- Clients
- Contractors and subcontractors
- Suppliers
- Regulatory bodies
- Members of the public
- Any external third party interacting with the Company

This policy does not replace statutory whistleblowing protections.

3. Informal Resolution

Where possible, concerns should first be raised directly with:

- The Site Manager (where relevant)
- The Operations Director
- The Managing Director

We encourage early dialogue to resolve issues quickly and constructively.

4. Formal Complaints Procedure

If informal resolution is not appropriate or unsuccessful, a formal complaint may be submitted in writing to:

Managing Director
SFM (UK) Ltd
Units 3-5 Harmill Industrial Estate, Grovebury Road, Leighton Buzzard, Bedfordshire,
LU7 4FF
admin@sfm-uk.com

Upon receipt:

- Complaints will be acknowledged within 5 working days
- An investigation will commence promptly
- A response will normally be provided within 20 working days

If additional time is required, the complainant will be informed.

5. Investigation Process

Investigations may include:

- Reviewing documentation
- Interviewing relevant individuals
- Reviewing CCTV or operational records
- Liaising with clients or regulators

All investigations will be:

- Objective
- Evidence-based
- Confidential where appropriate

6. Outcome

Following investigation, the Company may:

- Uphold the complaint
- Partially uphold the complaint
- Not uphold the complaint

Where appropriate, corrective action will be taken.

7. Appeal

If the complainant is dissatisfied with the outcome, they may submit an appeal in writing within 10 working days of receiving the response.

The appeal will be reviewed by a Director not previously involved in the investigation.

8. Escalation to Regulators

Complainants have the right to approach relevant regulatory authorities, including:

- Security Industry Authority (SIA)
- Relevant Health & Safety authorities
- Other statutory regulators where applicable

However, SFM (UK) Ltd encourages internal resolution wherever possible before external escalation.

9. Confidentiality & Data Protection

All complaints will be handled in accordance with UK GDPR and Data Protection Act 2018.

Information will be:

- Shared only where necessary
- Stored securely
- Retained in line with company retention policies

10. Protection from Retaliation

SFM (UK) Ltd will not tolerate retaliation against any individual raising a genuine complaint in good faith.

11. Record Keeping

All complaints will be recorded in the Company's Complaints Register and reviewed periodically to identify trends and opportunities for improvement.

12. Review

This policy will be reviewed annually or following significant legislative or operational changes.

Approved by: George Hewitt
Position: Director, SFM UK LTD
Effective Date: 13/02/2026
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