



THE COMPLAINT PROCESS

There can be many sources and way of receiving and addressing the complaint. Similarly, there can be many ways to deal with the complaint. This policy is made to have a standard guideline in receiving and addressing the complaint. The purpose of this policy is to receive, resolve and respond to the complaint in standard, effective and fair manner.

A fair complaint process should include clear guidelines on how to submit a complaint, how it will be reviewed, and an explanation of possible outcomes. Globe Security is committed to have a clear, transparent and fair process to deal with complaints.

[A] GENERAL GUIDELINE

Following are the general guidelines applicable for all types of complaints received from any source:

1. RECEIVE AND ACKNOWLEDGE

A complaint may be received orally or in writing. It may be received through email, phone, letter or in person. When you receive the complaint in writing through any source, it is important to record all the important information in the complaint file. This includes contact details of the complainant, the issues raised in the complaint, the outcome sought and attempts made to resolve the complaint informally. It is very important to take the necessary time to listen to a complainant's concerns. If you take the time to listen actively and engage the complainant initially, you can prevent misunderstanding down the road.

Acknowledging a complaint is an important step in the complaint handling process as it lets the complainant know that their concerns have been received and will be addressed.

2. ASSESS

Early assessment of complaints is essential in determining how a complaint should be addressed. Some complaints are relatively straightforward and can be resolved quickly by providing further explanation or other early resolution techniques. Others requires more time to resolve it. These complaints are more likely to require escalation for further review or investigation.

Some complaints may need to be transferred to another person or department in the organization. These initial referrals or transfers should be done as quickly as possible. It can be frustrating for people to have to wait on a response, only to be told that they need to take their concern somewhere else.

3. TIMELY

Timeliness, in the context of handling complaints, refers to the speed and efficiency with which a complaint is addressed and resolved. It means that the complaint is acknowledged promptly, investigated thoroughly, and resolved within a reasonable timeframe. Timeliness is important in complaint handling because it shows concerns are taken seriously and that there is a commitment to providing excellent customer service. It also helps to prevent the escalation of the complaint, which can damage the organization's reputation and relationship with clients.

4. ACCOUNTABLE

Accountability means that individuals and organizations are responsible for resolving complaints in a fair and efficient manner, and for ensuring that complainants are satisfied with the outcome. It also means that they are accountable for any mistakes. Anyone whose rights or interests will be affected by the decision must be given a reasonable opportunity to review the findings and preliminary conclusions and to provide contrary or alternative information for consideration.

5. RESPOND

At the conclusion of a review or investigation of a complaint, organizations should communicate their findings and any decision they reached to the person affected. It is important that the outcome be communicated to the person in a timely manner. Whether the complaint was founded or not, both the person complained about, and the complainant should be provided with reasons for the decision. The reasons should address all relevant issues and points raised by the complainant and person complained about. If the investigation identified a contravention of legislation or regulation, the reasons should explain what actions have been taken to take to resolve

it. Reasons are often provided in writing, but in appropriate cases, they can be provided verbally.

6. LEARN

Complaints are a valuable source of information for organizations. Organizations can use this information to identify recurring issues and make improvements to their systems and services where appropriate.

7. CONFIDENTIAL

The confidentiality of all communications, documents and other information received while dealing with a complaint must be maintained. This includes taking all reasonable steps to safeguard the information from being disclosed. Information should only be disclosed as is necessary to address the complaint.

[B] SOURCES OF COMPLAINTS

1. EMPLOYEE

An employee may face issue at the workplace. Addressing employee complaints about discrimination and harassment quickly and fairly is critical. It should be dealt with as per non-discrimination and anti-harassment policy.

For any other complain, he may contact his senior or the HR department. Complaint may be oral or written. All the complaint should be kept strictly confidential. Efforts should be made to find an amicable solution. A separate detail process to be made by the HR to deal with employee's internal complaints.

2. CLIENT

When clients voice complaints, it is often result of deficiency of service. Deficiency of service may be operational or non-operational.

Area officer is the first point of contact for clients and whatever operational or other issues arise he should try to solve it first at his end. Usually, a verbal communication on day to day basis is sufficient to handle such complaints or shortcomings. If required,

area officer may involve his seniors in the process and resolve the issue. Our timeliness for resolving the operation issue is immediate and ideally within 48 hours.

Clients can raise a complain through dedicated email id customercare@globesecurity.co.in or they may contact Single Point of Contact (SPOC) or any other relevant department directly. Such complaints to be noted in the complaint file and the matter should be resolved at the earliest. Any non-operational complaints should be resolved within a reasonable time. Our endeavour should be to resolve non-operational complaints within a week time. An escalation matrix may be provided to the client based on the location.

3. VENDOR

A vendor may have complaint most likely with regard to process, favouritism, payment, etc. Vendor can lodge the complaint with admin department. A separate whistle blower policy is in force to report any undue favouritism or bribery wherein vendor can safely and confidential report such acts. All the complain of the vendor should be effectively dealt with. Efforts should be made for ease of process and equitable and fair participation of all the vendors without any favouritism. Admin department to ensure that all the process are duly followed as per the Vendor Management Policy. If any complain is received from the vendor then admin department should verify the complaint and if found to be genuine then appropriate remedial measure should be undertaken. If any instance of bribery or favouritism or conflict of interest is found, then it should be brought to the notice of the Board.

4. GOVERNMENT

Government compliant is mostly received in form of notices or orders either online or offline. If any notice or order is received from any government or semi government body then it should be brought to the notice of concern department. A notice may be received with regard to any clarification seeking details or as part of routine enquiry or assessment or any delay or non-compliance. Under such circumstances, it should be tackled as per the general guidelines given above.

The concern department should coordinate with the government department by replying to their notice through appropriate channel. Due process of law as per the given act under which the notice or order has been issued should be followed. If required, third party consultation may be sought to resolve the compliant.

5. OUTSIDER

Any person who is not connected with the company may have a complaint about a particular issue, instance or in general. A whistleblower may have some information or evidence to share with the company or any form of compliant. Any compliant received from the outsiders should be brought to the notice of concern department. The complainant may have given his contact detail or it can be anonymous. If it is required and possible to contact the complainant then he may be asked for more information, detail or evidence in order to understand the compliant in a better way. General guidelines given above should be followed while redressing the complaint. Concern department should take necessary action and the complainant should be informed about the course of action taken if he is reachable.

Any complaint or information received from the whistleblower should be dealt with as per the whistleblower policy of the company.

UNRESOLVED COMPLAINTS

If any complain remained unresolved within the suggested timeline then it should be brought to the notice of the concern department head. Concern department head may give extended timeline to resolve the compliant depending upon the nature of compliant. All the significant unresolved complaints to be brought to the notice of the board for further consideration.