

Customer Complaints Proces

Revision frequency: Once every 12 months

To be reviewed by: Business Manager

Policy to be reviewed in response to changes in legislation and industry best practice.

Big Brother All Security Ltd
124 City Road
London
EC1V 2NX

T: 020 8617 3440

E: sales@bigbrotherallsecurity.com

Out of Hours - 0844 504 0351
bigbrotherallsecurity.com

1. Our Commitment

At Big Brother All Security Ltd, we take every complaint seriously. We aim to provide excellent service at all times, but we recognise that occasionally things may not go as planned. When this happens, we want you to feel confident that you can raise concerns and that we will listen, investigate fairly, and resolve matters promptly.

Our goal is to:

- Treat all complaints with respect, fairness, and transparency.
- Resolve complaints quickly and efficiently wherever possible.
- Learn from feedback to continually improve our services.

2. What is a Complaint?

A complaint is any expression of dissatisfaction—whether written, spoken, or made via email—about our products, services, or the way we've handled something, where you expect a response or resolution.

3. How You Can Make a Complaint

You can raise a complaint in any of the following ways:

- **By phone:** 020 8617 3440
- **By email:** here@bigbrotherallsecurity.com
- **In writing:** Big Brother All Security Ltd, 124 City Road, London, EC1V 2NX
- **Via our website:** www.bigbrotherallsecurity.com/terms

To help us handle your complaint quickly, please include:

- Your name and contact details.
- A clear description of your complaint.
- Any relevant dates, times, or reference numbers.
- What outcome you are seeking.

4. How We Handle Complaints

1. **Acknowledgement**
 - We will acknowledge your complaint within **2 working days** of receiving it.
2. **Investigation**
 - A member of our management team will review your complaint in detail.
 - We may contact you to gather more information.
3. **Response**
 - We aim to provide a full written response within **10 working days**.
 - If more time is required (for example, if the matter is complex), we will let you know when you can expect a resolution.
4. **Resolution**
 - Where we are at fault, we will apologise and explain how we will put things right.

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Registered Office: 124 City Road, London, EC1V 2NX

Company Number: 9395527 | Registered in England & Wales

VAT Number: 142449322

T: 020 8617 3440

E: sales@bigbrotherallsecurity.com

Out of Hours: 0844 504 0351

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- Where appropriate, we will also outline the steps we're taking to prevent the issue from happening again.
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5. Escalation

If you are not satisfied with our initial response, you can escalate your complaint to a senior manager. We will review the matter again and provide a final response within **10 working days** of escalation.

If you are still unhappy after our final response, you may be able to refer your complaint to an external body such as:

- The **National Security Inspectorate (NSI)** via www.nsi.org.uk.
 - For consumer advice, **Citizens Advice** on 03454 04 05 06.
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6. Learning from Complaints

Every complaint is logged, reviewed, and analysed to identify recurring issues and opportunities for improvement. Lessons learned are shared with our team so we can improve the service we provide to you.

7. Confidentiality

All complaints will be handled in confidence. Your information will only be shared with those directly involved in resolving your complaint, in line with our Privacy Policy.

8. Review of Policy

We review this policy annually to ensure it remains effective, transparent, and customer-focused.

 **In short:** If something goes wrong, tell us. We'll listen, we'll act, and we'll do our best to make it right.