

Complaints Policy

Venture Security is committed to providing a high-quality service. Unfortunately, despite our best intentions, things can still go wrong. When this happens, we need to be informed so that every effort can be made to put things right and to prevent such errors in future. We welcome comments or suggestions on ways to improve the current services we provide.

How to make a complaint

In the first instance, wherever possible, the complaint should be addressed verbally to the person who initially contacted you. It is hoped that most problems can be rectified immediately.

If you feel the complaint has still not been resolved to your satisfaction you should contact the Compliance Manager. The Compliance Manager will acknowledge your complaint, contact all staff members concerned and initiate a formal investigation. You will be kept advised of progress at regular intervals until a satisfactory conclusion has been reached. We aim to advise complainants of the outcome of an investigation within 14 days.

How we will deal with a complaint

Any complaint received by Venture Security will be noted and recorded in the appropriate file held at the company office.

All complaints will be given priority and handled fairly and thoroughly.

Initial straightforward complaints will be dealt with by the staff involved wherever possible. However, advice and/or intervention will be sought from line managers where needed.

Written complaints addressed to the Compliance Manager will be investigated, resolved and replied to within 14 days or sooner where possible.

Serious complaints will require formal investigation and the complainant will receive written acknowledgement and regular updates of progress until a satisfactory conclusion has been reached. We aim to advise complainants of the outcome of the investigation within 14 days.

Where Venture Security is found to be at fault, the issue will be rectified as soon as possible, and steps put in place to ensure a similar problem does not occur in the future.

If you are dissatisfied with the outcome of the investigation by the Compliance Manager, please refer the complaint in writing to the Managing Director for review.

If you are dissatisfied with the outcome of our investigation into a complaint about Venture Security, you may contact the Security Industry Authority. They can be contacted at:

Approved Contractor Scheme
Security Industry Authority
PO Box 49768, London
WC1V 6WY
Tel: 020 7025 4190 or 0300 123 9298
Email: acsenquiries@sia.gsi.gov.uk
Website: www.sia.homeoffice.gov.uk