

## Summary of complaints

Ref. No	Client Name	Complainant	Site	Date	Nature	Outcome	Registered By
049-CONS	[REDACTED]	[REDACTED]	[REDACTED]	22/03/2019	A man accused both our security officers and a group of police officers of trying to intimidate him following an incident at the Cheese Market in Salisbury.	Complaint dismissed. It is clear that this individual was the initial aggressor and that both the security team and the police officers involved did their job correctly.	PH
048-CONS	[REDACTED]	[REDACTED]	[REDACTED]	25/02/2019	A market stall holder accused our city centre security team of failing to take action with an intoxicated and abusive man.	Complaint dismissed. Whilst the male in question may have been annoying, limited information was available to the CCSOs, no one approached them with further information whilst they observed the male. He wasn't begging and wasn't using the level of language described in complainant's email.	PH
047-CONS	[REDACTED]	[REDACTED]	[REDACTED]	08/01/2019	CCSOs were accused of not doing anything after a market trader complained to them about rough sleepers misbehaving around the soup kitchen.	Complaint dismissed. CCSOs' role in the city was detailed and we provided more information about the soup kitchen.	PH
046-CONS	[REDACTED]	[REDACTED]	[REDACTED]	27/12/2018	CCSO accused of physically assaulting a member of the public, breaking his necklace and injuring his neck.	Complaint dismissed. CCSO used reasonable force by catching the male in the air as the male had jumped towards him on his skateboard.	PH

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045-CONS	[REDACTED]	[REDACTED]	[REDACTED]	15/11/2018	A consumer complained after having not been allowed to pass a road closure	Complaint dismissed. Response sent to customer to explain that it was unlikely to be our officers on the closure when it was put in place.	PH
044-CUST	[REDACTED]	[REDACTED]	[REDACTED]	05/11/2018	The cleaner complained that she had been locked in by the security officer and that he hadn't checked properly when locking up.	Compliant dismissed. The cleaning team had confirmed to our officer that all cleaners were off site.	PH
043-CONS	[REDACTED]	[REDACTED]	[REDACTED]	28/07/2018	Consumer and others were locked into the Cathedral Close after having requested that it be left unlocked for them	Compliant dismissed. Emailed customer to explain that the close was locked already on our arrival. Photo evidence supplied.	PH
042-CONS	[REDACTED]	[REDACTED]	[REDACTED]	10/03/2018	Consumer who had used site to host an event had a complaint regarding conduct the Door Supervision team and the amount of time it took for them to clear the room after closing.	Complaint dismissed. Complaint believed to be unjustified and customer satisfied that this was the case	PH
041-CUST	[REDACTED]	[REDACTED]	[REDACTED]	06/03/2018	Customer complaint received about the amount of time taken to respond to alarm activations at site.	Complaint dismissed. Due to complexities of AI and the intricate requirements as requested by the customer, it takes the patrol officers longer to digest and respond to the alarm activations. Improvements have been made to simplify the AIs. Customer happy with response	PH
040-CONS	[REDACTED]	[REDACTED]	[REDACTED]	27/10/2017	Consumer compliant received claiming to have been prevented from using access gate as it had been closed earlier than planned.	Complaint dismissed. Officers confirmed that they would have definitely have opened the gates to assist the couple. Gates are to be	PH

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					Caused great inconvenience for the couple as they had to walk further than normal in heavy rain.	locked at 23:00hrs as per AI and was felt that complainant had attended the gate later than 2300hrs after our staff had left site. Customer happy with response.	
039-CONS	██████ ██████	██████████	██████ ██████	29/09/2017	Consumer complaint received from mother of a girl who frequents at location. Complaint alleged that an officer had told her daughter that Venture had been asked by her father to watch her as she had been smoking cannabis.	Complaint dismissed. Following extensive investigation, this was a case of mistaken identity. Officer asked to be mindful when talking to younger people at work. Customer and consumer happy with outcome.	PH
038-CUST	██████████	██████	██████████ ██████	24/07/2017	Customer complaint regarding a patrol officer missing an open first floor window during lock up of site.	Complaint upheld. Officer advised to be more vigilant during locks. Apology was provided to customer.	PH
037-CUST	██████████ ██████	██████████	██████████ ██████	30/08/2017	Customer complaint regarding frustration that the details on Als at time of renewal were out of date. Changes to layout of site and contact details had been changed	Complaint upheld. Whilst it is the customer's responsibility to inform us of any changes to their site; a 5 year site visit should be arranged to check relevancy of details held and re-establish customer communication. New company process established.	PH
036-CONS	██████████ ██████	██████████	██████	23/05/2017	Consumer complaint regarding a patrol officer who overtook 3 vehicles unsafely. Felt driver was not appropriately for the road conditions and put those vehicles he was overtaking in danger.	Complaint upheld. Driver of van received verbal warning, Warned that he would be dealt with formally if it were to happen again. Asked to drive in safe and considerate manner as described in training and company driver policy.	PH

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035-CONS	[REDACTED]	[REDACTED]	[REDACTED]	06/03/2017	Consumer complaint regarding a patrol officer pulling out in front of someone, not allowing enough space for lorry, which had to brake hard to avoid collision	Complaint upheld. Patrol Officer undertook driver training on 14/03/2017 and reminded of responsibilities in relations to road law and our driver's policy, No further response was received from the complainant.	PH
034-CUST	[REDACTED]	[REDACTED]	[REDACTED]	29/12/2016	Customer complaint regarding Patrol Officer who had answered an alarm activation but failed to notice that there had been a burglary in a secluded part of the site	Complaint dismissed. Whilst there were mistakes not noticing that there was some damage to the shutter bolts – all the blame cannot be placed on patrol office. ARC reported single activation in separate part of the site. Had officer been given correct information, he would have attended that location and noticed the damage to uncover the break-in. Customer was satisfied with response.	PH
033-CUST	[REDACTED]	[REDACTED]	[REDACTED]	07/12/2016	Customer complaint regarding conduct of a Security Guard and unwillingness to carry out some of the adhoc duties requested.	Complaint upheld. Points of resolution were offered to staff member. Staff member asked to contact MD personally if he felt uncomfortable with customers' requests going forward	PH
032-CUST	[REDACTED]	[REDACTED]	[REDACTED]	10/05/2016	Customer complaint regarding conduct of a Door Supervisor	Complaint upheld. Staff member received verbal warning and apologised to customer.	AR

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031-CONS	[REDACTED]	[REDACTED]	[REDACTED]	04/05/2016	Consumer complaint regarding ejection of her son by Door Supervisors	Complaint dismissed. Unable to find any evidence to prove that door supervision team acted inappropriately under the circumstances	AR
030-CUST	[REDACTED]	[REDACTED]	[REDACTED]	15/09/2015	Customer complaint regarding a car that caused damage to grass area in car park. It was believed that the car was being driven by a Venture employee.	Compliant upheld. Apologies letter sent with a discount for the employee's hours as compensation. Employee dismissed for gross misconduct	PH
029-CUST	[REDACTED]	[REDACTED]	[REDACTED]	06/07/2015	Customer complaint regarding two windows being left open	Compliant upheld. Discount given to customer for patrol. Apology given. Patrol staff reminded of importance of checking all windows are secure during patrols	PH
028-CUST	[REDACTED]	[REDACTED]	[REDACTED]	28/05/2015	Customer complaint regarding failure to send reports to customer regarding numerous fire alarm fault activations	Complaint upheld. It was agreed that the issue was an oversight and all incidents (irrespective of size) are to be reported to customer	PH
027-CUST	[REDACTED]	[REDACTED]	[REDACTED]	07/03/2015	Customer complaint back to back patrols taking place	Complaint upheld. Patrol report was reviewed and 4 x back-to-back patrols recorded. Customer was credited for patrols. Patrol staff advised that this practice is unacceptable and there must be a period of time in between each patrol	PH
026-CUST	[REDACTED]	[REDACTED]	[REDACTED]	01/09/2014	Customer complaint regarding door supervisor leaving front door to locate customer, leaving door	Complaint upheld. No action taken with employee as is no longer a regular and will unlikely to work as	PH

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025-CUST				11/06/2014	Customer complaint regarding guard remaining in same position throughout shift	Complaint upheld. Guard was informed by other member of staff to always stay in set location. It was agreed with customer than guard would move around a little more. MD will conduct random supervisory visits to check performance	PH
024-CONS				01/10/2013	Consumer complaint regarding how they were dealt with during an altercation	Complaint dismissed. CCTV showed consumer was mistaken about what actually happened during incident	PH
023-CONS				12/08/2013	Consumer complaint regarding staff asking group to leave at closing time	Complaint dismissed. Insufficient evidence of poor behaviour and consumer failed to respond to request for further information essential to investigation. Client does not want to pursue complaint as felt consumer was not fair	PH
022-CUST				20/03/2013	Customer complaint regarding site container being left open over the weekend	Complaint upheld. All security operatives to check all work huts during each patrol route	DG
021-CUST				19/03/2013	Customer complaint regarding the Ops Manager distracting door staff allowing 2 x test purchasers to enter venue without being challenged	Complaint upheld. Customer Area Manager informed MD that Venture would no longer be able to provide door supervision services for the venue	DG

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019-CONS	[REDACTED]	[REDACTED]	[REDACTED]	12/03/2013	Consumer complaint regarding refusal of entry	Complaint dismissed. Insufficient evidence of poor behaviour and consumer failed to respond to request for further information essential to investigation	DG
020-CUST	[REDACTED]	[REDACTED]	[REDACTED]	12/03/2013	Customer complaint regarding conduct and professionalism of some of the team	Complaint upheld. All regular door staff will be briefed on expectations and random supervisory visits will take place by management	DG
017-CUST	[REDACTED]	[REDACTED]	[REDACTED]	31/01/2013	Customer complaint regarding how a customer ejection was handled by the door team	Complaint upheld. Staff members received verbal warning and advised to attend mandatory control and restraint training	DG
018-CUST	[REDACTED]	[REDACTED]	[REDACTED]	28/01/2013	Customer was unhappy that Operations Manager was unable to provide an additional member of staff at short notice	Complaint upheld. Account Management for this contract will be handled by MD instead. MD agreed to explore the possibility of having additional staff on standby	DG
016-CUST	[REDACTED]	[REDACTED]	[REDACTED]	24/11/2012	Customer complaint regarding conduct of a Door Supervisor	Complaint upheld. Staff member received verbal warning and apologised to customer	PH
015-CUST	[REDACTED]	[REDACTED]	[REDACTED]	06/10/2012	Customer complaint regarding failure of Door Staff to record an incident	Complaint upheld. Communications sent to all staff reminding them of the importance of prompt and thorough reporting of incidents. Regular training sessions updated to revised incident reporting. Apologies sent to customer	CR

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014-CONS	[REDACTED]	[REDACTED]	[REDACTED]	16/09/2012	Consumer unhappy with how she was ejected from the venue	Complaint dismissed. Insufficient evidence of poor behaviour and consumer failed to respond to request for further information essential to investigation.	CR
013-CONS	[REDACTED]	[REDACTED]	[REDACTED]	30/08/2012	Consumer refused entry by Door Supervisor. She claimed it was regarding a personal matter	Complaint dismissed. CCTV City Watch had informed staff of a troublesome group and advised refusal of service.	CR
012-CONS	[REDACTED]	[REDACTED]	[REDACTED]	08/08/2012	Consumer complaint regarding Door Supervisor conduct during a celebrity meet-and-greet and the issue with her taking too many photos	Complaint dismissed. Insufficient evidence of poor behaviour and consumer failed to respond to request for further information essential to investigation	AR
011-CONS	[REDACTED]	[REDACTED]	[REDACTED]	19/07/2012	Consumer complaint regarding the ejection of her boyfriend	Complaint dismissed as boyfriend had previously been banned from the venue following an incident	PH
010-CONS	[REDACTED]	[REDACTED]	[REDACTED]	25/06/2012	Consumer complaint regarding Door Staff decision to eject son following an altercation with a group	Complaint dismissed as CCTV and witness testimony proved that the son's actions following his removal resulted in the altercation	AR
009-CUST	[REDACTED]	[REDACTED]	[REDACTED]	16/03/2012	Customer questioned Door Supervisor having refused a consumer entry	Complaint dismissed. Customer accepted that consumer may have exaggerated situation. Implemented use of Ejection/ Rejection Log	PH
008-CONS	[REDACTED]	[REDACTED]	[REDACTED]	18/12/2011	Consumer complaint regarding Door Supervisor refusing entry to her son	Complaint upheld. Spoke to Door Supervisor who admitted using poor judgement and apologised to consumer	PH

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007-CUST	[REDACTED]	[REDACTED]	[REDACTED]	21/06/2011	Poor Door Supervisor attitude towards customer	Complaint upheld. Staff member received verbal warning and apologised to customer	AR
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