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Approved	MD

**PRINCIPAL SECURITY CONSULTANTS  
LIMITED**  
Policy Statements

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**Complaints Policy statement/pledge**

*To Enhance customer satisfaction by creating a customer-focused environment that is open to feedback (including complaints), resolving any complaints received, and enhancing the organisation's ability to improve its products and services, including customer service;*

*Top management involvement and commitment through adequate acquisition and deployment of resources, including personnel training;*

*Recognising and addressing the needs and expectations of complainants;*

*Providing complainants with an open, effective, and easy-to-use complaints process;*

*Analysing and evaluating complaints to improve the quality of products and services, including customer service;*

*Auditing of the complaints-handling process;*

*Reviewing the effectiveness and efficiency of the complaints-handling process.*

Signed by Managing Director: *Michael Isiekw*

Date: 01.01.2025