



**Sentinel Group
Security**

**Employee Feedback
Policy and Procedure**

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| | | |
|---|----------------------------|-----|
| 1 | Introduction | 3 |
| 2 | Types of Employee Feedback | 3 |
| 3 | Complaints | 3 |
| 4 | Resolving Complaints | 3-4 |
| 5 | Monitoring Procedure | 4 |

1. Introduction

Sentinel Group Security strongly supports the view that our employees should be encouraged to provide feedback about what they have experienced. This may be in the form of a complaint, compliment, suggestion or routine annual survey. The organisation views this feedback as invaluable and is committed to using it to appraise the services it provides and continually strive to improve them.

Sentinel Group Security:

- recognises a job well done and to this end welcomes praise and compliments from satisfied people who use or come into contact with our services.
- recognises the importance of employee feedback, which is discussed annually during the SLT and MT meetings,
- is committed to the fair and effective application of this procedure. Therefore, is reviewed on an annual basis.

Our service distributes employee satisfaction questionnaires, the outcomes of which are recorded and reported to senior management on a regular basis to demonstrate public benefit. Complaints are recorded on a Comments/Complaints and Feedback log. All feedback is regularly evaluated by senior managers.

2. Types of Employee Feedback

Service Delivery Managers log constructive suggestions, criticisms and compliments on their service's feedback log within the company's OneDrive. An extract of this information is compiled and presented to the Senior Management.

3. Complaints

Complaints are recorded onto the complaints log within the OneDrive.

All complaints are important. The reason for assigning levels to the complaints received is to ensure we give the correct response for each complaint.

The following definitions have been designed to offer guidance.

4. Resolving Complaints

4.1.1. Respond to the Complaint

On receipt of a complaint staff must take immediate action. If they are able to resolve the cause of the complaint, then they should do so and report the complaint and the action taken to the service manager. If they are

unable to resolve the cause of the complaint, they must immediately notify the Operations Director

4.1.2. Record the Complaint

On receipt of the complaint, the service manager must acknowledge the feedback and record it on the complaints log.

5. Monitoring Procedure

The Regional Account Managers are responsible, on behalf of the Operations Director, for monitoring the type and number of complaints received and the organisation's response to them.

The Operations Director will receive An annual report whereby an action plan is put in place to address and evaluate the key issues raised in the surveys.

Zafar Choudhry

Chief Executive Officer
Sentinel Group Security Ltd.

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