

## Imperial College London

### Security Services

### Complaints Procedure

The Security team welcomes all feedback. Whilst most of the feedback we receive is positive, we recognise that from time to time problems do arise and customers may occasionally wish to express concern or dissatisfaction with aspects of the services we provide.

We aim to use the information gathered from such complaints to help us positively improve the services we offer and to enrich the University experience for all students, staff and visitors to Imperial.

***Anyone affected by our services can make a complaint.***

#### What is a complaint?

The Security Department defines a complaint as:

"A clear expression of dissatisfaction with any aspect of the services provided by the Security Department".

#### What can I complain about?

A complaint may relate to:

- inadequate standard of service,
- dissatisfaction with Security policies and procedures,
- treatment by or demeanour of a member of staff,
- an event or incident that causes dissatisfaction with the Service that's been provided,
  - Anything that can constitute a negative interaction with the Security department.

#### How do I complain?

You can raise a complaint in person, by phone or via email, the details of which are shown in this document. Complaints raised at the earliest opportunity will afford us the chance to promptly review, assess and direct resolutions to try to resolve your complaint.

When raising a complaint please tell us:

- Your name, full address and contact details
- As much as you can about the complaint
- What has gone wrong
- How you would like us to resolve the matter
- What evidence you have to support your complaint.

## **What happens after I have complained?**

Our complaints procedure is split into two defined stages.

### **Stage one – Immediate Resolution**

If you are on campus, please talk to the Security shift leader on duty, (02075891000) who can attempt to resolve the situation or your issue. This could afford you the immediate opportunity of resolution to your complaint. If we cannot resolve your complaint at this stage to your satisfaction, we will explain why and advice on the next course of action.

If you are not on campus or are unable/unwilling to speak directly to a Security shift leader at the time, your complaint will move to stage two.

### **Stage two**

This deals with complaints that have not been resolved at Stage one or those which require further assessment or investigation.

The Security Services single point of contact for you at stage two is:

**David Gordon:** Security Services Manager

He can be contacted via one of the two email addresses listed:

Email: [d.gordon@imperial.ac.uk](mailto:d.gordon@imperial.ac.uk)

Email: [security.complaints@imperial.ac.uk](mailto:security.complaints@imperial.ac.uk)

At stage two we will:

- acknowledge receipt of your complaint within five working days
- discuss your complaint with you to understand why you are dissatisfied and what outcome you are looking for
- ask for statements from witnesses where appropriate
- liaise with Human Resources colleagues where appropriate
- Keep in regular contact with yourself, in any case at least every 10 days, with an update on the progress. Where complaints specifically relate to policy, procedure, and protocols, the complaint will be escalated to the Head of Department for comment. You will be informed of which HOD has been sent the complaint

Please note that any complaints about a member of Security Services, which directly relates to conduct or behaviour, will be managed, following Imperial Colleges HR Disciplinary Policy:

**<https://www.imperial.ac.uk/media/imperial-college/administration-and-support-services/hr/public/policies/disciplinary/Disciplinary--Policy--&-procedure.pdf>**

**If you have not received an acknowledgement to your complaint within 5 working days.**

Please forward the complaint to:

**Nigel Ward:** Deputy Head of Security

Email: [nigel.ward@imperial.ac.uk](mailto:nigel.ward@imperial.ac.uk)

**What if I am still dissatisfied?**

After we have fully investigated, if you are still dissatisfied with our decision or the way we dealt with your complaint, you can write to the Director of Campus Services and ask they review the initial allegation, actions taken and eventual outcome given.

**Jane Neary:** Director of Campus Services

Email: [j.neary@imperial.ac.uk](mailto:j.neary@imperial.ac.uk)

**Terry Branch**  
**Head of Security and Postal Services**  
**25<sup>th</sup> June 2020**

