



# GLOBAL STAR SECURITY SERVICES

YOUR SHIELD OF SECURITY

## COMMENTS & COMPLAINTS POLICY

### POLICIES & PROCEDURES

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## 1. PREAMBLE

Global Star Security Services (GSS) is committed to delivering high-quality security services and maintaining open, transparent communication with clients, employees, partners, and community members. GSS values all feedback—positive or negative—as an opportunity to improve performance, strengthen trust, and enhance service delivery. This Comments & Complaints Policy ensures that all individuals have a fair, accessible, and confidential mechanism to express concerns, offer suggestions, or lodge formal complaints. GSS strives to resolve issues quickly, respectfully, and professionally.

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## 2. PURPOSE OF THE POLICY

The purpose of this policy is to:

- Provide a clear process for submitting comments, complaints, and suggestions.
  - Ensure every concern is addressed in a fair, timely, and transparent manner.
  - Improve service quality through continuous feedback.
  - Strengthen accountability and responsiveness across all operations.
  - Build trust with clients, employees, and communities through open communication.
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## 3. SCOPE

This policy applies to:

- Clients and customers
- Employees, contractors, and temporary workers
- Community members affected by GSS operations
- Partners, suppliers, and subcontractors
- Any individual wishing to provide feedback to GSS

It covers:

- Service quality issues
- Staff conduct and professionalism
- Delays or operational problems



- Safety concerns
- Administrative errors
- Suggestions and recommendations for improvement
- General comments and compliments

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## 4. DEFINITIONS

### **Comment:**

General feedback, suggestion, or observation intended to improve services.

### **Complaint:**

A formal expression of dissatisfaction related to GSS's services, personnel, or operations.

### **Complainant:**

The individual raising a complaint.

### **Feedback:**

Any comment, concern, compliment, or complaint received by GSS.

### **Resolution:**

Actions taken by GSS to address, correct, or respond to feedback or complaints.

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## 5. PRINCIPLES

GSS commits to the following principles:

- **Accessibility:** Multiple channels available for submitting feedback or complaints.
- **Impartiality:** Complaints investigated fairly and without bias.
- **Timeliness:** Rapid acknowledgment and resolution.
- **Confidentiality:** Information protected and shared only as needed.



- **Respect:** All complainants treated with courtesy and professionalism.
- **Non-retaliation:** No individual will suffer negative consequences for raising concerns in good faith.
- **Continuous Improvement:** Feedback used to strengthen policies and services.

## 6. HOW TO SUBMIT COMMENTS OR COMPLAINTS

Feedback or complaints can be submitted through any of the following channels:

### Internal Channels

- Direct Supervisor or Manager
- Human Resources Department
- Customer Service / Client Liaison Officer

### Formal Submission Channels

- **Email:** (Insert GSS comments & complaints email)
- **Telephone Hotline:** (Insert number)
- **Online Form:** If applicable
- **Written Letter:** Delivered to any GSS office
- **Anonymous suggestion boxes** available at key locations

### External Channels (If Applicable)

- Client representatives
- Regulatory authorities (for serious issues)

Anonymous complaints are accepted and investigated.

## 7. INFORMATION TO INCLUDE IN A COMPLAINT

To support investigation, the complainant should include:

- Name and contact details (unless anonymous)



- Date, location, and details of the incident
- Names of individuals involved
- Any evidence or supporting information
- Desired outcome (optional)

A lack of evidence should **not** prevent filing a complaint.

## 8. COMPLAINT HANDLING PROCESS

### Step 1: Acknowledgment

Complaints are acknowledged within **3 working days**.

### Step 2: Assessment

Complaint is reviewed to determine:

- Severity
- Risk level
- Whether immediate action is required

### Step 3: Investigation

- Conducted impartially by HR, management, or a designated officer
- Includes interviews, reviewing evidence, and consulting relevant departments

### Step 4: Resolution & Action

Possible actions include:

- Correction of service issues
- Staff coaching or disciplinary action
- Policy or process improvements
- Written or verbal response to the complainant

### Step 5: Feedback to Complainant

A response is provided within **15–30 days**, depending on complexity.



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## Step 6: Appeal

If unsatisfied, the complainant may request that the case be escalated to a senior manager or external authority.

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## 9. CONFIDENTIALITY AND DATA PROTECTION

- All feedback and complaints are treated confidentially.
  - Personal information is protected in line with GSS data standards.
  - Reports are only shared with personnel involved in resolving the issue.
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## 10. PROTECTION FROM RETALIATION

GSS strictly prohibits retaliation against:

- Employees who submit complaints
- Clients providing feedback
- Community members raising concerns

Any retaliatory behavior will result in disciplinary action.

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## 11. RECORD KEEPING

GSS maintains:

- Complaint logs
  - Investigation records
  - Actions taken and outcomes
  - Quarterly analysis to identify trends
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These records help improve services and accountability.

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## 12. RESPONSIBILITIES

### Management

- Ensure compliance with this policy
- Create an environment that encourages open communication

### Human Resources

- Manage complaints and document cases
- Ensure confidentiality
- Support investigations

### All Employees

- Treat complainants with respect
- Report complaints to the appropriate channels
- Cooperate with investigations

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## 13. POLICY REVIEW

This policy will be reviewed annually or sooner if:

- Operational needs change
- Client or regulatory requirements change
- Internal audits identify gaps