



Document:	Customer Service Policy
Date:	09/04/2026
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Approver's title:	Director
Approver's signature:	
Next review due:	09/04/2027
Policy owner:	Director

- Secure Frontline Services aims to meet its clients' needs through professional, courteous and efficient service.
- Our commitment to our clients is to:
 - protect their business and reputation, including protecting the public
 - provide a service which is friendly, helpful and responsive to your needs
 - provide the best possible service at all times, within the constraints of available resources
 - create a pleasant and welcoming environment
 - make available materials and information resources appropriate to your needs (i.e. risk assessments, operating procedures)
 - train and develop our staff so that they continue to provide a quality service
 - use surveys/feedback requests to help us improve services
- All information gathered or held regarding the personal or business affairs of our clients will be held in strict confidence, for the sole use of the Company in meeting its stated objectives. No information will be released to any third party' except with the express consent of the provider or as may be required by law.
- Secure Frontline Services can be reached by post, phone and email. All correspondence will be responded to in a clear, concise and timely manner. Our aim is that all correspondence, from date of receipt, will receive a response within 3-4 business days. More complicated issues will receive an acknowledgement within the response time, and continuous updates on the progress of the case until a resolution can be achieved.
- As part of its commitment to upholding professional standards, SFS has implemented and constantly reviews policies to ensure that its application of examination and accreditation guidelines is consistent across all Staffs.
- SFS seeks fair, just and prompt solutions, when possible, to any complaints and appeals. Our stages to respond to a problem (incident/complaint) being reported will include:
 - Recording the problem;
 - Investigating by consulting with the parties to the incident
 - Producing recommendations/actions
 - Communicating the findings to the client within two working days
 - Implementing corrective measures or/and procedures to prevent recurrence
- We use the above stages to deliver our commitment to quality management and eliminate failure to meet the customer requirement. We record any customer complaints (verbal or written).





- Adverse customer feedback is classified and treated as a complaint. The designated spokesperson is the Director.
- Every venue has a Venue Folder containing company documentation and a log/incident book. Team Leaders have the responsibility to record the incidents into the Incident Book, same night and email a copy to the Company.
- All staff are instructed and trained to write and report incidents, which are logged in an individual electronic venue folder.

This Policy is reviewed annually, or upon legislative updates.

Secure Frontline Service Mission Statement:

Within a rapidly changing environment where the protection of business and reputation is of the utmost value SFS endeavours to bring safety, security, peace of mind and harmony to your professional environment.

"YOUR TRUSTED SECURITY PARTNER"

