



**FALKON
SECURITY**



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Customer Service Standards & Complaints Handling Policy

Customer Service Standards

Falkon Security customers are integral to company success and a strong and viable future part of top management vision that is for the provision of a high level of customer service.

Company is committed to achieving excellence and will strive to deliver all services in a professional, constant, coordinated and timely manner. Company will respect our clients and colleagues as an organization. Company will endeavour to anticipate and where possible exceed our client's needs and expectations.

Complaints handling

We recognise the importance of complaint handling to our Company and regard any complaints received as an opportunity to correct and to achieve our ongoing continual improvement. All complaints can provide Company with an opportunity to gather information, assess options to improve our internal processes, to meet all our client's requirements and expectations. Company staff and sub-contractors are trained and encouraged to handle complaints immediately and it is preferred if they are dealt with promptly at the initial point of contact.

The Customer Service Standards and Complaints Handling Policy are utilized to ensure that all Company staff and sub-contractors have clear guidelines and expectations in relation to providing excellent customer service.

We are committed to providing a high level of Customer Service for the clients and ultimately responsible for the level of service, although the responsibility arising out of the implementation of the Complaints Handling Policy are delegated throughout the Company to achieve a successful working partnership with all our clients to maintain our external certification to ISO 9001:2015 (AS/NZS ISO 9001:2016); ISO 14001:2015 (AS/NZS ISO 9001:2016) and AS/NZS ISO 45001:2018 standards.

Murtaza Manzoor CEO MD

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ISO 9001:2015



ISO 45001:2018



ISO 14001:2015