



#### Complaints Instructions for Talon Security Services Limited.

- Talon Security Services / Ltd. receives all complaints from employees and contractors and maintains the confidentiality of the information.
- Complaints are submitted to Talon Security Services / Ltd. via e-mail and phone calls.

Complaints should be clear and accurate in the case of communications and in the case of sending e-mails, they must be clear and accurately written.

- In the event of submitting complaints, the official documents must be shown and it has been accepted by the governmental authorities.
- The complainant must be one of the employees of the company (Talon Security Services / Ltd.) or one of the contractors.
- In the event of submitting a complaint, a committee is formed by the company (Talon Security Services / Ltd.) and it scrutinizes the complaint in a correct and accurate manner, and takes the correct and official procedures to address the complaints as soon as possible.
- After conducting the investigation and audit, the complainant is informed of the outcome of the complaint.
- The investigation is carried out and the complainant is notified within a period of time (seven) days.

Or contact us via

- e-mail: [info@talonsecurity.me](mailto:info@talonsecurity.me)
- Call us via phone: 00964(0)772 333 7530

Or fill in the following complaints form:



## Information about the Complainant

Your details.

First Name:

Last Name:

Email:

Is there other contact information you wish to share with us (phone or other)?

ID

## Information about incident s

What Happened?

Where (Place)?



When (Date/Time)?

Witnesses (If possible indicate name)?

**Your confirmation**

I hereby certify that I have reviewed the complaint and that all information on this form is true and correct in all respects and for all concerned.

Please tick this box if you agree