



FALCON WINGS

Security Services

Third Party Public Greivance Policy

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THIRD PARTY PUBLIC GRIEVANCE POLICY

1. Introduction

Falcon Wings is committed to providing excellent service and values feedback from the public. This policy outlines the procedures for members of the public to raise grievances and ensures that all grievances are handled promptly, fairly, and consistently.

2. Scope

This policy applies to all members of the public who have a grievance regarding Falcon Wings services, products, or interactions with company representatives.

3. Definition of a Grievance

A grievance is any concern, complaint, or dissatisfaction that a member of the public has regarding Falcon Wings services, products, or interactions with company representatives.

4. Procedure

1. Step 1: Informal Resolution

- The individual should first attempt to resolve the issue informally by contacting the relevant department or customer service representative.
- If the issue is resolved informally, no further action is needed.

2. Step 2: Formal Grievance

- If the issue is not resolved informally, the individual should submit a formal grievance in writing to Falcon Wings customer service department.
- The written grievance should include details of the issue, any steps taken to resolve it informally, and the desired outcome.

3. Step 3: Acknowledgment

- Upon receiving a formal grievance, the HR department will acknowledge receipt within 21 working days.

- The individual will be informed about the next steps and the expected timeline for resolving the grievance.
4. Step 4: Investigation
- An impartial investigator will be assigned to investigate the grievance. This may involve reviewing relevant documentation, interviewing company representatives, and contacting the individual for additional information if necessary.
 - The investigation should be completed within 90 of working days. If additional time is required, the individual will be informed of the delay and the reasons for it.
5. Step 5: Decision
- Once the investigation is complete, the customer service department will provide a written decision to the individual, outlining the findings and any actions to be taken.
 - If the individual is dissatisfied with the outcome, they have the right to request a review.
6. Step 6: Review
- To request a review, the individual must submit a written request to the HR department within 21 working days of receiving the decision.
 - A review will be conducted by a senior manager or an impartial panel, who will reassess the case and make a final decision.
 - The decision on the review will be communicated to the individual in writing within 21 working days.

5. Confidentiality

All grievances will be handled confidentially. Information will only be shared with those directly involved in the investigation and resolution of the grievance.

6. No Retaliation

Falcon Wings prohibits any form of retaliation against individuals who raise grievances in good faith. Any company representative found to be engaging in retaliation will be subject to disciplinary action.

7. Record Keeping

Falcon Wings will keep records of all grievances, investigations, and outcomes for a period of 7 years.

8. Review

This policy will be reviewed annually to ensure its effectiveness and compliance with relevant laws and regulations.

9. Contact Information

For any questions regarding this policy or to submit a grievance, members of the public should contact:

HR@falconwingsco.com