



## COMPLAINTS PROCEDURE TO BE RELAYED TO MEMBERS OF THE PUBLIC WISHING TO RAISE A COMPLAINT

### . **How to Complain**

You can make a complaint to the address below in a number of ways:

- By telephone
- By email
- In writing via letter
- By text message

We have a two-stage complaints procedure. At each stage it will help us to resolve your complaint quickly if you can give us as much clear detail as possible, including any documents and correspondence and stating that you are making a complaint in line with our procedure.

All complaints must be made direct to our registered office below to allow us to follow our in place complaints procedure.

Tel : 01745 343224 opt 2. Email [complaints@csmsecurity.co.uk](mailto:complaints@csmsecurity.co.uk)

Or post to our office address below

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