



Neighbourhood Solutions Ltd are dedicated to the principle of never ending improvements in service quality and customer satisfaction.

Our principal aim is to always supply to our customers, high calibre professional security guarding services that strive to meet and where possible, exceed agreed customer requirements. We must also meet statutory and regulatory requirements.

Maintenance of quality is the fundamental consideration during any of our business practices and must not be compromised. At all times, Management and employees are responsible to comply with quality related protocol. They are encouraged to provide suggestions and constructive criticism to improve our customer satisfaction, policies, security guarding process and procedures.

Customers are a key source of feedback related to our security guarding services and after sales service. This feedback is openly welcomed as it forms an important basis of continual improvement. Our service is tailored to each customer with specific assignment instructions being established to each customer needs and we must therefore endeavour, to the best of our ability, meet their requirements.

This policy is made available upon request to our interested parties.

Authorisation: Operations Manager

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