



Complaints Policy

We acknowledge that, no matter how hard we try to do our best, mistakes sometimes occur, and we may occasionally not give our Stakeholders, Employees or Clients the high quality of service they correctly expect from us.

In those situations, we welcome being told that this has happened in the form of a Complaint.

When this occurs, which should rarely be, we will make every effort to quickly and efficiently remedy the problem, directly acknowledging our responsibility to correct errors and doing so without compromising the rights and expectations of our Stakeholders, Employees, or Clients.

We incorporate everything we learn from addressing a Complaint to improve our future quality of service and prevent similar problems from happening.

We pledge to address Complaints:

Swiftly: A formal acknowledgement within 24 hours. If the complaint has not been resolved, send an interim response at the 3-day point, a complete and final response at the 7-day point, and a follow-up 10 – 14 days after the final response to ensure the complainant is still happy with the resolution.

Efficiently: The business director will personally take charge of investigating the complaint and directly communicating with the complainant to attempt to resolve the problem without delay.

Transparently: Documentation will be kept of the full results of the investigation and provided to the complaining party.

Honestly: If we have made an error or mistake, we will frankly acknowledge it. If our service was deficient in any way that was within our reasonable control, we will do our utmost to ensure that the complaining party does not suffer the consequences.

If you have a Complaint, please communicate with the Comet Security Services Ltd Team via Email, postal letter, fax, or telephone. Complaints can be addressed to any of our staff members.

A handwritten signature in black ink, appearing to read "Nasser Al-Hajjari", written over a horizontal line.

Signature

Director
Position

01/01/2026
Date