



## Al-Burhan Security

<b>Al-Burhan Security</b> <b>Baghdad International Airport (BIAP)</b>  <b>COMPLAINTS – ALL Encompassing</b>	Doc. No	<b>ABS-HR-POL-013-COMPLAINTS PROCESS</b>
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## Contents

The Company .....	3
Valid Operating .....	3
Complaints .....	3
Staff/ Employees .....	3
Clients/ End users .....	4
Third-Party Entities .....	4
Process .....	4
Commitment .....	5

## The Company

Al Burhan is a Private Security Company that is registered with the Ministry of Interior for Iraq. Its assigned registration number is 150. To attain this registration the company must be registered with the Ministry of Trade and hold a Trade licence. This was issued on 12 July 2017 under task number 90100377. Al Burhan only provides security services in Iraq.

## Valid Operating

To Operate a Security Company must have a valid security Operating licence. The Security operating licence is validated every two years. At which time all the following is inspected by a ministry representative:

1. All and any complaints made against the Security provider.
2. All staff providing security services are vetted and registered with the MoI.
3. All weapons and ancillaries are legal and registered with the MoI.
4. The Company Social Security contributions are paid and up-to-date.
5. The company communications licence is valid, communications units are registered and using the correct frequency.

## Complaints

Al Burhan Security is committed to delivering its service to as high a professional standard as is achievable. It is keen to be transparent in its delivery process.

This document is to articulate the complaints process for the following:

- Staff/ Employees: An employee is an individual who works under the supervision or control of an employer; a worker who is employed by an employer. An employee works in the service of the employer under an express or implied contract of hire that gives the employer the right to dictate the employee's work duties.
- Clients/ end users: While the term "client" traditionally is used for customers of professional services (and a few others, such as clients of a hotel), "customer" will often be used to refer to this role. An end-user or end customer directly receives the service or employs the product.
- Third-party entities. A third party is an entity that is involved in some way in an interaction that is primarily between two other entities. A contract might be, for example, between an ABS and a vehicle maintenance provider or a clothing provider. It may also extend to being a member of the public who interacts with an ABS guard or PSD on task.

Staff/ Employees. All staff should refer to the Al Burhan Security Grievance Policy. This document outlines the following:

- The process.
- The requirements.
- The Procedures.
- Anonymity.
- Investigations and possible referring of a complaint to the Iraqi Judicial system.
- The Ability to follow the Iraqi sponsored Government complaints process with the Ministry of Labour and Social Affairs and the Ministry of Interior.

Clients/ End users. As a client or end-user, you have a plethora of options available.

- If you observe unsafe/dangerous practices, you are free to bring this to the Team leader's attention and ask for a change. Example. Drivers drive too fast, you may ask the team to slow down.
- If a situation arises that you do not want to potentially inflame at the time you are most welcome to use one of the many POCs that you have accrued in the booking and liaison process to confirm the task.
  - Email Ops or Client liaison.
  - Phone Ops or Client Liaison.
  - Refer to the Al Burhan Website.
- If a situation arises, where one would wish to call into question the competence or legality of the services provided one may follow the process above or:
  - Complain to ICoCA direct: <https://icoca.ch/registering-a-complaint/>
  - Complain to the ISO accrediting body: MSS Global using the contact portal <https://www.mssglobal.com/>
  - Complain to the Ministry of Interior Private security Company Department. There is no website to use. One must liaise directly with the Ministry.

Third-Party Entities. Third-party groups are in a unique position where they have a plethora of recourse avenues to explore. They have all those highlighted already for clients as well as Iraqi Legal and Ministry avenues to consider as well as the tribal system that is unique to Iraq. Options available are shown below:

- ABG whistleblower: [hotline@alburhangroup.com](mailto:hotline@alburhangroup.com) or +44 (0) 20 7725 2280
- Min of Labour and Social Affairs website <http://molso.gov.iq/>
- Min of Labour and Social Affairs complaints link [https://m.facebook.com/molso.iraq.molso/?\\_tn=%2Cg](https://m.facebook.com/molso.iraq.molso/?_tn=%2Cg)
- Min of Labour and Social Affairs complaint hotline: +964 (0) 772 764 3004 <http://molso.gov.iq/index.php?name=News&file=article&sid=11037>
- MOI complaints hotline number: +964 5604 (<https://moi.gov.iq/> ; <https://moi.gov.iq/index.php?name=Pages&op=page&pid=182> )

NB: The brand Al Burhan is well known and respected in the Centre of Iraq especially as it is associated with the Al Burhan Foundation. The foundation does a lot of good work for the communities in central Iraq, sponsoring orphanages, schools and housing projects to name a few.

- <https://www.facebook.com/alburhanfoundation/>
- <http://www.alburhangroup.com/al-burhan-foundation.php>

### Process

Upon receipt of a complaint (this may range from a pay dispute to bullying, clients missing a meeting, failure to provide contractual services, reporting of a non-conformance of any kind, failure to settle an account or even a bypasser complaining about the PSD road awareness) etc.) the General Manager will respond to confirm receipt if it is not an anonymous complaint with a timeline for a follow-up response.

The General Manager will then delegate the task of the investigation to a capable department manager within 24 hours. They are to complete the investigation as soon as practically possible depending on the availability of resources to confirm:

- A complaint is valid or Not (proven or disproven with camera footage or corroborating statements).
- If the complaint falls in the company sphere of action or the Iraqi judicial sphere of action.
- Any form of corrective action and the timeline for implementation.

Note: Investigations should strive to be completed within 10 DAYS of delegation from General Manager. A full investigation report and incident report (If Applicable) should be submitted to the General Manager for review.

Whilst the responsibility for the investigation may be delegated, the responsibility for liaising with the client and overseeing the complaints process will remain with the General manager.

Once the initial findings are disclosed, the General manager will liaise with the complainant. He will outline the initial findings and propose a course of action. Once the Full investigation is complete and the corrective action plan drawn up the GM will again liaise with the complainant.

If the complainant is not happy then further discussion will be ongoing. If an amicable solution is not agreed upon then the complainant is within their rights to report the situation to either an accrediting or government body. Al Burhan Security will fully comply with any ensuing investigation sharing its process of Investigation, findings and corrective action.

**NB:** If a complaint is identified to be valid but falls in the sphere of Iraqi judicial jurisdiction, it will be handed over without consulting the complainant. Examples are not confined to but include assault, criminal damage etc. Al Burhan Security will cooperate and comply with any ensuing criminal investigation.

### Commitment

Al Burhan Security is a fledgling company finding its way into an operating environment where with well-established competitors. Word of mouth is instrumental to a company's success.

Al Burhan Security management is committed to treating and dealing with any and all complaints in a professional, polite, and expedient manner. This is our commitment, as we understand that the following is predicated on our actions.

- Building trust in the operating environment.
- Recognition of weaknesses/ failings and developing a corrective action plan.
- Improvement in delivery of service.
- Ensuring compliance with Iraqi legislation and accrediting bodies.
- Build confidence in the local community.
- Aid in brand recruitment.
- Educating all staff and wider associated personnel of the importance for building trust, nurturing staff, improving service delivery and interaction and embracing standards and diversity.

Al Burhan will openly co-operate with any and all valid complaints and or Investigations. Failure to do so could see its Operating licence be withdrawn. This ultimately means Al Burhan ceases to have the ability to sell security services and ceases to exist.