

# Complaints, Grievance and Whistleblowing Policy

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## General Information

Release Date: 13<sup>th</sup> March 2023

Document No.: POL-IMS-DAK-005-Complaints, Grievance and Whistle Blowing Policy (General Info)

# Complaints, Grievance and Whistleblowing Policy

## Complaint or Grievance

At Defaf Al Khaleej Security Services (DAK) we take complaints and grievances from our employees, clients or any members of the population who may have come into contract with our staff very seriously.

We have taken steps to ensure that we address any complaints or grievance as quickly as possible and aim to respond within four hours of receiving an initial complaint/grievance. We will aim to investigate the complaint/grievance within 24 hours and issue any necessary corrective actions within 72 hours.

Should you wish to contact us to raise a complaint/grievance, please contact our dedicated email address; [complaints@defafalkhaleej.com](mailto:complaints@defafalkhaleej.com) and a senior member of our team will respond to you.

## Whistle Blowing

At Defaf Al Khaleej Security Services (DAK) we are committed to the highest levels of safety, integrity and legality.

We encourage our employees to raise any legitimate concerns that they may have in good faith and with complete confidentiality.

If any of our employees feel like they need to highlight a concern they should raise the matter with Senior Management, or alternatively by confidential email to [whistleblowing@defafalkhaleej.com](mailto:whistleblowing@defafalkhaleej.com)



**DEFAP AL-KHALEEJ**  
**SECURITY SERVICES**

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