



PINNACLE SECURITY LIMITED

Steps for Submitting Complaints

- Raise the complaint to any of the contact points mentioned.
- Ensure to give your telephone contacts or email address through which you shall be contacted for feedback

Contact Points

By email:

commandcenter@pinnaclegroup.co.ug (Toll free line 0800111472)
customerservicesadmin@pinnaclegroup.co.ug (+256 757075074)
hr@pinnaclegroup.co.ug (+256 752755847)

or write to us by post;

Pinnacle Security Ltd, P.O. Box 33726 Kampala, Uganda

Or physical address below;

Pinnacle Security Ltd, Plot 442 & 443 Massionatees, Off Kironde Road Muyenga

A timeframe for Review of the Complaint

Maximum 35 working days depending on the gravity of the issue/complaint

Protected against Retaliation

- The accused and the complainant shall be required to sign an agreement of protection against retaliation
- Involvement of courts of law or police
- Internal adjustments e.g. transfer to another location, Dismissal, Demotion
- Counselling